### Baldrige Regional Conference – September 1-2, 2015, Denver, CO

#### September 1

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>1:00 – 4:00 pm</td>
<td>Pre-Conference Workshop for Baldrige Beginners (Optional) Cindy Milrany, Chief Financial Officer, Freese and Nichols</td>
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#### September 2

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<th>Time</th>
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<td>7:00 – 8:00 am</td>
<td>Continental Breakfast</td>
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| 8:00 – 9:30 am | Opening Plenary, Welcome  
  - Douglas Gilbert, Board Chair, Rocky Mountain Performance Excellence  
  - Robert Fangmeyer, Director, Baldrige Program  
  **Plenary Session: Leadership Presentations by 2014 Award recipients**  
  - Scott McIntyre, PwC Public Sector Managing Partner, PricewaterhouseCoopers Public Sector  
  - Jayne Pope, CEO, Hill Country Memorial  
  - David Thomsen, Division Vice President, Quality, St. David’s HealthCare  
  - Gerry Agnes, President and CEO, Elevations Credit Union |
| 9:30 – 9:45 am | Networking Break  
  - Ballroom Foyer |

**Concurrent Sessions**

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<tr>
<th>Time</th>
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| 9:45 – 10:30 am | **Silverton**  
  - **Strategy**  
    Allison Carter, PwC Public Sector Director and Baldrige Leader  
    PricewaterhouseCoopers PS  
    Integrating the Baldrige Framework into Organizational Culture  
    Barbara Sappah, Improvement Advisor & Darci Nevzuroff, Improvement Advisor  
    Southcentral Foundation  
  - **Steamboat**  
    Deploying Our Vision “To Become World Famous by Delighting One Guest at a Time”  
    Allyson Young, HR and Brand Director  
    K&N Management  
  - **Vail**  
    Leading for Innovation  
    JoAnn Sternke, Superintendent  
    Pewaukee School District |
| 10:45 – 11:30 am | **Silverton**  
  - Achieving Remarkable Customer Satisfaction and Engagement  
    Emily Padula, Chief Strategy Officer  
    Hill Country Memorial  
  - **Steamboat**  
    Deploying Our Vision “To Become World Famous by Delighting One Guest at a Time”  
    Allyson Young, HR and Brand Director  
    K&N Management  
  - **Vail**  
    Leading from the Back-Senior Leaders’ Role in Decreasing Costs and Improving Outcomes  
    Kevin Unger, CEO  
    University of Colorado Health –formerly Poudre Valley Health System |
| 11:45 am – 12:30 pm | **Silverton**  
  - Empowering the Workforce Through Knowledge Management  
    Allison Carter, PwC Public Sector Director and Baldrige Leader  
    PricewaterhouseCoopers PS  
  - **Steamboat**  
    Leading from the Back-Senior Leaders’ Role in Decreasing Costs and Improving Outcomes  
    Kevin Unger, CEO  
    University of Colorado Health –formerly Poudre Valley Health System  
  - **Vail**  
    Process Management and Improvement  
    Michael Perich, Continuous Improvement Consultant  
    Montgomery County Public Schools |
| 12:30 – 2:00 pm | Lunch; Keynote Presentation by Tommy Gonzalez, former City Manager, City of Irving, TX and current City Manager, City of El Paso, TX |
| 2:15 – 3:00 pm | **Silverton**  
  - Workforce: Culture is Key  
    Jay Champion, Chief Operating Officer and Annette Matthies, Chief Human Resources Officer  
    Elevations Credit Union  
  - **Steamboat**  
    Leveraging Discipline & Productive Paranoia to Create a Comprehensive Institutional Measurement System  
    Fonda Vera, Executive Dean of Planning, Research, Effectiveness, and Development  
    Richland College  
  - **Vail**  
    Preparing for the Baldrige Journey; One CEO’s Experience Winning the Award and Starting Over with a New Team  
    Janet Wagner, former CEO, Sutter Davis and current CEO Sutter Mills-Peninsula Health Services |
| 3:00-3:15 pm | Break  
  - Ballroom Foyer |
| 3:15-4:00 pm | **Silverton**  
  - Operations  
    Megan Cool, Vice President Performance Improvement and Quality  
    St. David’s HealthCare  
  - **Steamboat**  
    RMPEX State Award Recipient Session  
    Darin Atteberry, City Manager  
    City of Ft. Collins, CO  
    Tim Harlin, Chief Operating Officer  
    Denver Health  
  - **Vail**  
    Workforce Focus  
    Jamie Capehart, Performance Improvement Specialist  
    Park Place Lexus |