

28th Annual Quest for Excellence - 2016- At-A-Glance

(subject to change)

Preliminary schedule dated 021816

Sunday, April 3

12:00	1:00	Pre-Conference Workshop Registration	Convention Registration
1:00	4:00	Beginner Pre-Conference Workshop Pattie Skriba, Vice President, Business Excellence, Advocate Good Samaritan Hospital	Essex AB
1:00	4:00	Intermediate Pre-Conference Workshop JoAnn Sternke, Superintendent, Pewaukee School District Amy Pugh, Director of IT	Dover AB
6:00	7:00	Award Ceremony for the 2015 Recipients MidwayUSA, Charter School of San Diego, Charleston Area Medical Center Health System, Mid-America Transplant Services Presided over by Deputy Secretary of Commerce Bruce Andrews and Baldrige Foundation Chair George Benson	Grand Ballroom
7:00	8:30	Celebratory Reception	Grand Ballroom Foyer

Registration and Information Desk Hours:

Sunday: 12:00-1:00 pm (Pre-Conference Workshops)
Sunday: 3:00-5:45 pm (Ceremony/Conference)
Monday: 7:00am-4:15pm (Conference)
Monday: 4:30-5:00pm (Examiner Recognition Event)
Tuesday: 7:00am-5:00pm (Conference)
Wednesday: 7:15-11:45am (Conference)

Monday, April 4

7:30	8:30	Continental Breakfast and Exhibits	Grand Ballroom Foyer
8:30	8:45	Conference Welcome and Opening Remarks Robert Fangmeyer, Director, Baldrige Program	Grand Ballroom
8:45	10:15	Leadership Presentations Moderator: Patricia La Londe, ASQ Board Chair Larry Potterfield, Founder & CEO MidwayUSA Mary Searcy Bixby, Founder, President Charter School of San Diego & CEO David L. Ramsey, President and CEO CAMC Health System Dean F Kappel, President Emeritus Mid-America Transplant Services	Grand Ballroom
10:15	10:45	Refreshment Break and Exhibits	Grand Ballroom Foyer
10:45	11:45	Leadership Q&A Talk Show- Moderator: Harry Hertz, Director Emeritus, Baldrige Program Larry Potterfield, Founder & CEO MidwayUSA Mary Searcy Bixby, Founder, President Charter School of San Diego & CEO David L. Ramsey, President and CEO CAMC Health System Dean F Kappel, President Emeritus Mid-America Transplant Services	Grand Ballroom

11:45	1:15	Lunch	Grand Ballroom
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1:15	4:15	Concurrent Sessions	Harborside Ballroom
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Harborside Ballroom B

MidwayUSA

Harborside Ballroom A

Charter School of San Diego

Harborside Ballroom C

CAMC Health System

Harborside Ballroom D

Mid-America Transplant Svcs

Harborside Ballroom E

Former Recipients

Category presentations are repeated except those indicated with *

1:15	2:00	Strategic Planning Deanna Herwald, Vice President, Quality Management Systems	Customers Jackie Robertson Communications Specialist Wade Aschbrenner, External Relations Coordinator	Measurement, Analysis & Knowledge Management * Jeff Oskin Vice President/Administrator CAMC Memorial Hospital Heidi Edwards Associate Administrator CAMC Memorial Hospital	Workforce Tammy McLane Director, Corporate Communications Angela Schlansker, Vice President, Human Resources	Workforce Engagement K&N Management Allyson Young, HR and Brand Director
2:15	3:00	Customers	Measurement, Analysis & Knowledge Management	Workforce	Operations *	Topic tbd Hill Country Memorial

		Jeff Larkin, Vice President, Marketing	Arline McGowan, Data and Assessment Coordinator Wade Aschbrenner, External Relations Coordinator	Cindy Burkholder, Corporate Director, Human Resources Kristi Snyder, Vice President, Human Resources	Linda Martin Vice-President, Tissue and Support Services Rich Rothweiler Director, Organ Procurement	Speaker tbd
3:00	3:30	Refreshment Break and Exhibits			Grand and Harborside Foyers	
3:30	4:15	Measurement, Analysis & Knowledge Management * Joel Felten, Vice President, Information Systems	Workforce Tiffany Yandell, HR and Operations Adminstrator Jackie Robertson, Communications Specialist	Operations Dale Wood, Vice President for System Improvement and Chief Quality Officer T. Pinckney McIlwain, Vice President and Chief Medical Officer	Strategic Planning Diane Brockmeier, President and CEO Louie Koulouriotis Performance Excellence Analyst	Cybersecurity Session Speaker tbd
5:00	6:00	2015 Baldrige Examiner Recognition Event			Grand Ballroom VI	
Tuesday, April 5						
7:00	8:00	Continental Breakfast, Exhibits, and Display Tables			Grand and Harborside Foyers	
8:00	3:30	Concurrent Sessions			Harborside Ballroom	
		Harborside Ballroom B	Harborside Ballroom A	Harborside Ballroom C	Harborside Ballroom D	Harborside Ballroom E
8:00	8:45	MidwayUSA Workforce Stan Frink, Vice President, Human Resources	Charter School of San Diego Operations Tiffany Yandell, HR and Operations Adminstrator Tim Tuter, Director of Instruction and Innovation	CAMC Health System Strategic Planning Brenda S. Grant, Chief Strategy Officer Jeff Goode, President of IHCPI and Vice- President for Ambulatory Services	Mid-America Transplant Svcs Customers Jason Coleman Vice-President, Organ Donor Program Services Dan Lunn, Director, Eye Bank Operations	Using the Baldrige Framework to Drive Organizational Success St. David's Healthcare David Thomsen, Division VP Quality
9:00	9:45	Operations * Bill Clinton, Vice President, Merchandising	Strategic Planning Tim Tuter, Director of Instruction and Innovation Arline McGowan, Data and Assessment Coordinator	Customers * S. Andrew Weber, Vice-President / Administrator, CAMC Women & Children's Hospital Maricris Miller, Director of Patient Experience	Measurement, Analysis & Knowledge Management * Steve Haven, Director, Performance Improvement Louie Koulouriotis, Performance Excellence Analyst	Using a Baldrige-Based Approach to Achieve Excellence in Our Communities Communities of Excellence 2026 Speakers tbd
9:45	10:15	Refreshment Break, Exhibits, and Display Tables			Grand and Harborside Foyers	
10:15	11:00	Strategic Planning Linda Bounds, Vice President Financial Services	Repeat #1	Workforce Cindy Burkholder, Corporate Director, Human Resources Kristi Snyder, Vice President, Human Resources	Workforce Tammy McLane Director, Corporate Communications Angela Schlansker, Vice President, Human Resources	Topic tbd Montgomery County Public Schools Andrew Zuckerman, Chief Operating Officer
11:15	12:00	Customers Adam Ray, Vice President. Customer Support	Repeat #2	Operations Dale Wood, Vice President for System Improvement and Chief Quality Officer T. Pinckney McIlwain, Vice President and Chief Medical Officer	Strategic Planning Diane Brockmeier, President and CEO Louie Koulouriotis Performance Excellence Analyst	Transform Your Talent PriceWaterhouseCoopers Public Sector Allison Carter, Director
12:00	1:45	Lunch Harry S. Hertz Leadership Award & Keynote Award Presentation: George Benson, Chair, Baldrige Foundation Keynote: John Heer, 2016 Recipient			Grand Ballroom Grand Ballroom	
		Harborside Ballroom B	Harborside Ballroom A	Harborside Ballroom C	Harborside Ballroom D	Harborside Ballroom E
1:45	2:30	MidwayUSA Workforce William Burke, Vice President,	Charter School of San Diego Repeat #3	CAMC Health System Strategic Planning Brenda S. Grant,	Mid-America Transplant Svcs Customers Jason Coleman	Former Recipients How to Manage Your Processes So They Don't Manage You

		Logistics		Chief Strategy Officer Jeff Goode, President of IHCPI and Vice- President for Ambulatory Services	Vice-President, Organ Donor Program Services Dan Lunn, Director, Eye Bank Operations	Pewaukee School District JoAnn Sternke, Superintendent Amy Pugh, Director of IT
2:45	3:30	A 2013 Baldrige Recipient: New Journey, New Team Sutter Health Janet Wagner, Former CEO Sutter Davis, Current CEO Sutter Mills- Penninsula Health Services	Strategic Planning and Alignment in a School District Iredell-Statesville Schools Melanie Taylor, Deputy Superintendent, Curriculum and Instruction	Creating Engaged Customers The Ritz-Carlton Hotel Company Janet Souter, Senior Director, Quality	Culture of Safety Advocate Good Samaritan Pattie Skriba, Vice President, Business Excellence	Answering the Why and Making It Happen - Our Baldrige Journey Elevations Credit Union Pete Reicks, Senior VP, Performance Excellence
3:30	4:00	Refreshment Break, Exhibits, and Display Tables		Grand and Harborside Foyers		
		Harborside Ballroom	Harborside Ballroom	Harborside Ballroom	Harborside Ballroom	Harborside Ballroom E
4:00	4:45	Healthcare Performance Excellence: A Comparison of Baldrige Award Recipients and Competitors DM Petroleum Operatons <i>(Now Fluor Federal Petroleum Ops)</i> Ronald Schulingkamp, Senior Strategic Consultant	Getting Started: A Primer for Designing Your Institutional Measurement System Richland College Fonda Vera, Associate Vice President of Planning, Research, Effectiveness, and Development Bao Huynh, Director, Institutional Effectiveness	Leadership Southcentral Foundation Katherine Gottlieb President and CEO	Hiring for Your Culture Park Place Lexus Jamie Capehart, Performance Improvement Specialist	Category Best Practices Strategy Memorial Hermann Sugar Land Hospital Speaker tbd
6:00	8:30	Baldrige Foundation Dinner (by reservation with the Foundation)		Waterview Ballroom		
Wednesday, April 6						
7:00	8:15	Continental Breakfast and Exhibits		Grand Foyer		
8:15	8:30	Opening Remarks Robert Fangmeyer, Director, Baldrige Program		Grand Ballroom		
8:30	9:15	Keynote Speaker-Daniel Pink		Grand Ballroom		
9:15	9:45	Refreshment Break and Booksigning		Grand Foyer		
9:45	11:15	Elements of Excellence Presentations Moderator: Bill Troy, CEO, ASQ Diane Brockmeier President and CEO Glenn Crotty, Jr., M.D. Executive Vice-President and COO Tim Tuter, Director, Instruction & Innovation Matt Fleming, President		Grand Ballroom		
			Mid-American Transplant Svcs	Inspired by Life – Creating a Culture of Innovation		
			CAMC Health System	Transforming Care Together		
			CSSD	Transforming Lives Through a Student-Centered Approach		
			MidwayUSA	When the Customer Wins, We Win		
11:15	11:45	Conference Themes and New Directions		Grand Ballroom		