

The Partnership for Excellence

2017 Quest for Success Conference

September 11-12, 2017 PRELIMINARY SCHEDULE - Updated 8/23/2017

Celebrating 18 Years of Performance Excellence!



Sunday, September 10, 2017

Time	Description	Location
6:00 pm – 8:30 pm	TPE Annual Membership & Board Meeting	Hampton Inn & Suites Columbus/University Area 3160 Olentangy River Rd., Columbus, Ohio
5:00 pm - 7:00 pm	Registration Open & Exhibit Set Up	OSU Fawcett Center

Monday, September 11, 2017 OSU Fawcett Center, Columbus, Ohio

8:00 am	Breakfast Registration Open	Ballroom ABCD
9:00 am	Welcome and Opening Remarks Margot Hoffman, President and CEO, TPE Paul Worstell, Chair, TPE Board of Trustees	Ballroom ABCD
9:15-10:00 am	General Session – <i>Our Journey to Performance Excellence</i> Maryruth Butler, Executive Director Kindred - Mountain Valley, 2016 MBNQA Recipient	Ballroom ABCD
10:00 – 10:10 Stretch Break and Refreshments		
10:10-10:55 am	General Session – <i>Driving Forward with Systematic Leadership</i> Lee Butler, Director Performance Excellence Don Chalmers Ford, 2016 MBNQA Recipient	Ballroom ABCD
10:55 – 11:10 Stretch Break and Travel to Concurrent Sessions Concurrent Session 1		
11:10 am-11:55 am	<i>Managing Workforce to Exceed Performance Expectations</i> Maryruth Butler, Executive Director Kindred - Mountain Valley, 2016 MBNQA Recipient	Clinton
11:10 am-11:55 am	<i>Using Great Processes to Solve Complex Challenges</i> Peg Pennington, Executive Director, Center for Operational. Excellence, Ohio State University	Delaware
11:10 am-11:55 am	<i>Best Practices & Lessons Learned</i> Julie Novak, Director, Operations & Accreditation and Steven Jones, President, East. Reg. UH Health System University Hospitals Geauga Medical Center 2017 TPE Platinum Recipient	Hancock
11:10 am-11:55 am	<i>Cybersecurity: A Process for Improving Your Organization's Performance</i> Eileen Clark, Vice-President Information Services and Brenda Grant, Chief Strategy Officer, Charles Area Medical Center, 2015 MBNQA Recipient	Franklin/Hamilton
11:55 – 12:00 Travel to Lunch		
12:00 - 1:15 pm	Lunch General Session - <i>Expedition: Our Journey to Performance Excellence</i> Joseph Massaro III, President & CEO Massaro Construction Group, 2016 KAPE Award	Ballroom ABCD

1:15 – 1:30		
Stretch Break and Travel to Concurrent Sessions		
Concurrent Session 2		
1:30-2:15 pm	<i>Learning from Baldrige Recipients – Q&A Panel</i> Facilitator: David Ramsey – CAMC Health System Lee Butler – Don Chalmers Ford, Maryruth Butler – Kindred Mountain Valley, Dr. Glenn Crotty – CAMC Health System Malisha Patel – Memorial Hermann Sugar Land, Pattie Skriba – Advocate Good Samaritan Hospital	Clinton
1:30-2:15 pm	<i>Gold Again! Denial or Despair?</i> <i>A Good Organization Reflects on TPE Feedback</i> Dr. William Kose, Medical Officer Blanchard Valley Health System	Delaware
1:30-2:15 pm	<i>How Award-Winning Leaders Engage Employees to Achieve Exceptional Results</i> Kay Kendall - Principal, BaldrigeCoach	Hancock
1:30-2:15 pm	<i>Integrative & Steward Leading Results</i> Jerry Newton, Director; Chris Harkness, Senior Planner; and Jay Fisher, Planner I Planning & Development, Licking County, Ohio	Franklin/Hamilton
2:15 – 2:30		
Stretch Break and Travel to Concurrent Sessions		
Concurrent Session 3		
2:30-3:15 pm	<i>Work Systems 101</i> Dennis Gallo, Vice President of Quality, Braun Industries, Inc.	Delaware
2:30-3:15 pm	<i>Increasing your Probability of Success with a Systems and Process Focus</i> Lee Butler, Director Performance Excellence Don Chalmers Ford, 2016 MBNQA Recipient	Clinton
2:30-3:15 pm	<i>Project Pegboard – A Process Improvement Journey</i> Brian Sturges, Process Lead – Contract Management & Analytics, Managed Healthcare Services – Lilly USA	Hancock
2:30-3:15 pm	<i>Winning Through Integration</i> Suki Wright, Director of Baldrige Services and Kubu Patel, Engagement Coach Six Disciplines Consulting Services	Franklin/Hamilton
3:15 – 3:30		
Refreshments and Travel to Concurrent Sessions		
Concurrent Session 4		
3:30-4:15 pm	<i>Organizational Profile – Laying the Foundation to Your Assessment</i> Tammy Dye, Chief Strategy Officer & Principal, Jordan Johnson, Inc.	Delaware
3:30-4:15 pm	<i>Healthy Customer Relationships for the Long Haul</i> Tom Raguz, Executive Director Office of Management & Budget and Kari Solomon, OMB Budget Management Analyst Greater Cleveland Regional Transit Authority	Hancock
3:30-4:15 pm	<i>Strategic Planning and Deployment</i> Pam Jensen, President and Nikki Upton, Manager of Quality, Risk and Accreditation ProMedica Memorial Hospital	Clinton
3:30-4:15 pm	<i>First Impressions</i> Richard Potts, PhD, Director, Patient Care and Paul Dumouhelle, Training & Development Coordinator, The Ohio State University Wexner Medical Center	Franklin/Hamilton

4:15 – 4:30		
Travel to Tailgating with Technology		
4:30-7:00 pm	<p style="text-align: center;"><u>Tailgating with Technology</u></p> <p>4:30 Raffle Baskets, Innovation Alley, Tailgate Buffet 6:00 – 6:15 General Session – <i>Defining Innovation and Impact</i> Malisha Patel, VP of Operation, Memorial Hermann Sugar Land, 2016 MBNQA Recipient 6:15 Keynote Speaker – <i>Getting More out of Giving</i> Dr. Aimee Kennedy, Senior Vice President Education, Philanthropy & STEM Learning, Battelle 6:55 Raffle Drawing</p>	Ballroom ABCD

Tuesday, September 12, 2017

Time	Description	Location
7:30 am	Registration	Ballroom ABCD
7:30 am	Breakfast	Ballroom ABCD
7:30-8:45 am	Examiner Breakfast, <i>by invitation only</i>	The Club
8:55 am	Welcome, Opening Comments	Ballroom ABCD
9:00-9:45 am	<p style="text-align: center;">General Session</p> <p style="text-align: center;"><i>Creating a Different Future Through the Pursuit of Performance Excellence</i></p> Patricia Skriba, Vice President Business Excellence Advocate Good Samaritan, 2010 MBNQA Recipient	Ballroom ABCD
9:45 – 10:00		
Stretch Break & Refreshments		
10:00 – 10:45 am	<p style="text-align: center;">General Session</p> <p style="text-align: center;"><i>Communities of Excellence 2026: Using Baldrige to Improve Community Outcomes</i></p> Stephanie Norling, Managing Director, Communities of Excellence 2026 and Brenda Grant, Chief Strategy Officer, CAMC Health System, 2015 MBNQA Recipient	Ballroom ABCD
10:45 – 11:00		
Travel to Concurrent Sessions		
Concurrent Session 5		
11:00 – 11:45 am	<p style="text-align: center;"><i>Run...Don't Walk to High Reliability</i></p> Patricia Skriba, Vice President Business Excellence Advocate Good Samaritan, 2010 MBNQA Recipient	Hancock
11:00 – 11:45 am	<p style="text-align: center;"><i>Family First: A road Map to the Cycle of Success</i></p> Malisha Patel, VP- Operation for Memorial Hermann Southwest, Memorial Hermann Sugarland, 2016 MBNQA Recipient	Clinton
11:00 – 11:45 am	<p style="text-align: center;"><i>Innovation Management Demystified</i></p> Doug Collins, Chief Solutions Architect, Spigit, Inc.	Delaware
11:00 – 11:45 am	<p style="text-align: center;"><i>Speed Coaching – Ask the Baldrige Experts</i></p> Michael Drake – Good Samaritan Hospital, Casey Mackert - Six Disciplines Consulting Services Kurt Schoch – Performance Improvement Consulting	Franklin/Hamilton
11:45 – 12:00		
Travel to Lunch		
12:00 – 1:00 pm	Lunch	Ballroom ABCD
1:00 - 2:30 pm	Recognition of the 2017 TPE Award Recipients – Paul Worstell, TPE Board Chair, and Margot Hoffman, TPE President and CEO	Ballroom ABCD
2:30 pm	<p style="text-align: center;">Conference Closes</p> <i>Attendees Depart After Award Ceremony</i>	All