

The Partnership for Excellence

19th Annual Quest for Success Conference

September 10-11, 2018 PRELIMINARY SCHEDULE - Updated 6/22/2018

Celebrating 20 Years of Performance Excellence!



Sunday, September 9, 2018

Time	Description	Location
6:00 pm – 8:00 pm	TPE Annual Membership & Board Meeting	
5:00 pm - 7:00 pm	Registration Open & Exhibit Set Up	OSU Fawcett Center

Monday, September 10, 2018 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 – Darin Atteberry, City Manager, City of Fort Collins, 2017 MBNQA Recipient	Ballroom ABCD
10:00 – 10:10 Stretch Break and Refreshments		
10:10-10:55 am	General Session – Leslie Blevins, PR & Communications Manager, Bristol Tennessee Essential Services, 2017 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>Category 2 Strategy</i> Darin Atteberry, City Manager, City of Fort Collins, 2017 MBNQA Recipient	
11:10 am-11:55 am	TPE Award Recipient – ProMedica Memorial Hospital, 2018 TPE Governor’s Award for Excellence	
11:10 am-11:55 am	<i>Excellence in the Face of Diversity, Categories 1 & 2,</i> Jennifer Nestor, Vice President Clinical Operations & Kevin Gessler, Vice President Financial Services, Mon Health Preston Memorial Hospital	
11:10 am-11:55 am		
11:55 – 12:00 Travel to Lunch		
12:00 - 1:15 pm	Lunch General Session - <i>Washington Update</i> Al Faber, President & CEO, Baldrige Foundation	Ballroom ABCD

1:15 – 1:30		
Stretch Break and Travel to Concurrent Sessions		
Concurrent Session 2		
1:30-2:15 pm	TPE Award Recipient	
1:30-2:15 pm	Leslie Blevins, PR & Communications Manager, Bristol Tennessee Essential Services, 2017 MBNQA Recipient	
1:30-2:15 pm	<i>Lessons Learned and Best Practices in Knowledge Management</i> , Kay Kendall, CEO and Principal, BaldrigeCoach, Inc.	
1:30-2:15 pm		
2:15 – 2:30		
Stretch Break and Travel to Concurrent Sessions		
Concurrent Session 3		
2:30-3:15 pm	TPE Award Recipient – Camden Clark Medical Center	
2:30-3:15 pm	TPE Award Recipient	
2:30-3:15 pm	<i>Can Communities Parallel Organizations in a Journey to Excellence – Toledo Ohio’s Journey</i> , Stephanie Norling, Director, Communities of Excellence 2026 & Angela Brandt, Chief Operations Officer, ProMedica Physicians Group	
2:30-3:15 pm	<i>Taking Engagement to the Next Level - Customer Journey Mapping, Category: 3</i> , Tammy Dye, Chief Strategy Officer & Jan Johnson Chief Executive Officer, Jordan Johnson, Inc.	
3:15 – 3:30		
Refreshments and Travel to Concurrent Sessions		
Concurrent Session 4		
3:30-4:15 pm	TPE Award Recipient – ProMedica Health System	
3:30-4:15 pm	TPE Award Recipient – Dennis Gallo, Vice President of Quality, Braun Industries, Inc.	
3:30-4:15 pm	<i>Implementing Innovation-Beyond the Suggestion Box</i> , Raina Knox, President/CEO, Stratex Solutions	
3:30-4:15 pm		
4:15 – 4:30		
Travel to 20 Year Celebration		
4:30-6:30 pm	<u><i>20/20 Celebration</i></u> 4:30 Raffle Baskets, TPE Historical Timeline, Hors d’oeuvres, Networking 5:30 – 5:45 General Session – <i>Toast to 20 Years</i> 5:45 Presentation 6:25 Raffle Drawing	Ballroom ABCD

Tuesday, September 11, 2018

Time	Description	Location
7:30 am	Registration	Ballroom ABCD
7:30 am	Breakfast	Ballroom ABCD
8:00-8:45 am	Examiner Breakfast, <i>by invitation only</i>	
8:55 am	Welcome, Opening Comments	Ballroom ABCD
9:00-9:45 am	General Session Betsy Pimental, Vice President Defense Programs Stellar Solutions, 2017 MBNQA Recipient	Ballroom ABCD
9:45 – 10:00		
Stretch Break & Refreshments		

10:00 – 10:45 am	General Session Adonica Benesh, Vice President of Quality, St. David's Health Care, 2014 MBNQA Recipient	Ballroom ABCD
10:45 – 11:00 Travel to Concurrent Sessions Concurrent Session 5		
11:00 – 11:45 am	Betsy Pimental, Vice President Defense Programs Stellar Solutions, 2017 MBNQA Recipient	
11:00 – 11:45 am	Adonica Benesh, Vice President of Quality, St. David's Health Care, 2014 MBNQA Recipient	
11:00 – 11:45 am	<i>Engaging Baldrige and Magnet® to Accelerate Total Healthcare Excellence</i> , Joel Ettinger, President & CEO Category One Inc. & Kristin Whitehead, Executive VP Performance Excellence, HealthLinx	
11:00 – 11:45 am	<i>Where's the Proof? Academic and Other Research Showing the Impact of Implementing the Baldrige Framework and Criteria</i> , Kurt Schoch, Consultant & Coach, Performance Improvement Consulting, LLC	
11:45 – 12:00 Travel to Lunch		
12:00 – 1:00 pm	Lunch	Ballroom ABCD
1:00 - 2:30 pm	Recognition of the 2018 TPE Award Recipients – Paul Worstell, TPE Board Chair, and Margot Hoffman, TPE President and CEO	Ballroom ABCD
2:30 pm	Conference Closes <i>Attendees Depart After Award Ceremony</i>	All