

# The Partnership for Excellence

19<sup>th</sup> Annual Quest for Success Conference

September 10-11, 2018 PRELIMINARY SCHEDULE - Updated 8/21/2018

Celebrating 20 Years of Performance Excellence!



## Sunday, September 9, 2018

Time	Description	Location
6:00 pm – 8:30 pm	TPE Annual Membership & Board Meeting	Hampton Inn – Columbus/University Area
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	<b>General Session –</b> <i>City of Fort Collins - Journey to Excellence, Category 1 Leadership</i> , Darin Atteberry, City Manager, City of Fort Collins, 2017 MBNQA Recipient	Ballroom ABCD
<b>10:00 – 10:10</b> <b>Stretch Break and Refreshments</b>		
10:10-10:55 am	<b>General Session –</b> <i>Baldrige Power! How an East Tennessee Utility Company became a National Role Model</i> Leslie Blevins, PR & Communications Manager, Bristol Tennessee Essential Services, 2017 MBNQA Recipient	Ballroom ABCD
<b>10:55 – 11:10</b> <b>Stretch Break and Travel to Concurrent Sessions</b> <b>Concurrent Session 1</b>		
11:10 am-11:55 am	<i>Strategic Planning...Fort Collins Style, Category 2 Strategy</i> , Darin Atteberry, City Manager and Terri Runyan, Senior Manager Performance Excellence, City of Fort Collins, 2017 MBNQA Recipient	Franklin/Hamilton
11:10 am-11:55 am	<i>Gaining Efficiency through Engagement . . . E<sup>2</sup>, Category 5 Workforce</i> , Jodi Rucker, VP Patient Care Services/CNO and Corey Leber, Director – Operations, ProMedica Memorial Hospital, 2018 TPE Governor’s Award for Excellence	Monroe
11:10 am-11:55 am	<i>Excellence in the Face of Diversity, Categories 1 &amp; 2</i> , Jennifer Nestor, Vice President Clinical Operations & Kevin Gessler, Vice President Financial Services, Mon Health Preston Memorial Hospital	Highland
11:10 am-11:55 am	<i>Cybersecurity: Is Your Organization Prepared for an Attack?</i> , Category 6 Operations, Dr. Glenn Crotty, Executive VP & COO, CAMC Health System, 2015 MBNQA Recipient	Hancock

<b>11:55 – 12:00</b> <b>Travel to Lunch</b>		
<b>12:00 - 1:15 pm</b>	<b>Lunch</b> <b>General Session -</b> <i>Washington Update, Al Faber, President &amp; CEO, Baldrige Foundation and Ben Sawyers, President &amp; CEO, Soar Vision Group, LLC</i>	Ballroom ABCD
<b>1:15 – 1:30</b> <b>Stretch Break and Travel to Concurrent Sessions</b> <b>Concurrent Session 2</b>		
<b>1:30-2:15 pm</b>	<i>Off the Wall: Bringing Mission, Vision, and Values to Life, Category 2 Strategy, Erin Huntington, Senior Director, Payer Strategy and Marketing, Managed Healthcare Services, Eli Lilly and Company, 2018 TPE Governor’s Award for Excellence</i>	Franklin/Hamilton
<b>1:30-2:15 pm</b>	<i>You Can’t Spell Best without BTES: Best Practice Sharing from a Baldrige Award Recipient, Leslie Blevins, PR &amp; Communications Manager, Bristol Tennessee Essential Services, 2017 MBNQA Recipient</i>	Hancock
<b>1:30-2:15 pm</b>	<i>Lessons Learned and Best Practices in Knowledge Management, Category 4 Measurement, Analysis &amp; Knowledge Management, Kay Kendall, CEO and Principal, BaldrigeCoach, Inc.</i>	Monroe
<b>1:30-2:15 pm</b>	<i>Leader2Leader Collaborative</i> Paul Worstell, President (Retired) PRO-TEC Coating, 2007 MBNQA Recipient <b>Separate Event for Registered Participants Only</b>	Jefferson
<b>2:15 – 2:30</b> <b>Stretch Break and Travel to Concurrent Sessions</b> <b>Concurrent Session 3</b>		
<b>2:30-3:15 pm</b>	<i>Culture Under Construction: Building a Better Patient Experience through Employee and Patient Engagement, Category 3 Customers, Janice Midcap, Chief Experience Officer, WVU Medicine Camden Clark Medical Center</i>	Hancock
<b>2:30-3:15 pm</b>	<i>Stepping Beyond High Performance, Category 5 Workforce, Scott Brown, Business Coach, FocalPoint Business Coaching</i>	Highland
<b>2:30-3:15 pm</b>	<i>Can Communities Parallel Organizations in a Journey to Excellence – Toledo Ohio’s Journey , Stephanie Norling, Director, Communities of Excellence 2026 &amp; Angela Brandt, Chief Operations Officer, ProMedica Physicians Group</i>	Franklin/Hamilton
<b>2:30-3:15 pm</b>	<i>Taking Engagement to the Next Level - Customer Journey Mapping, Category 3 Customers, Tammy Dye, Chief Strategy Officer &amp; Jan Johnson Chief Executive Officer, Jordan Johnson, Inc.</i>	Monroe
<b>2:30-3:15 pm</b>	<i>Leader2Leader Collaborative</i> Paul Worstell, President (Retired) PRO-TEC Coating, 2007 MBNQA Recipient <b>Separate Event for Registered Participants Only</b>	Jefferson
<b>3:15 – 3:30</b> <b>Refreshments and Travel to Concurrent Sessions</b> <b>Concurrent Session 4</b>		
<b>3:30-4:15 pm</b>	<i>Core Competency – Addressing Social Determinants in Health., Category 1, Kevin Webb, Chief Acute &amp; Post-Acute Care Officer, ProMedica Health System, 2018 TPE Lead Category Performer Award</i>	Franklin/Hamilton

<b>3:30-4:15 pm</b>	<i>Linking Performance Excellence to Cat. 4, Category 4 Measurement, Analysis and Knowledge Management,</i> Dennis Gallo, Vice President of Quality, Braun Industries, Inc.	Hancock
<b>3:30-4:15 pm</b>	<i>Implementing Innovation-Beyond the Suggestion Box,</i> <i>Category 6 Operations,</i> Raina Knox, President/CEO, Stratex Solutions	Monroe
<b>3:30-4:15 pm</b>	<i>It's Education's Turn!, Category 1 Leadership,</i> Robert Sommers, PhD, Co-Founder CF Educational Solutions	Highland
<b>3:30-4:15 pm</b>	<i>Leader2Leader Collaborative</i> Paul Worstell, President (Retired) PRO-TEC Coating, 2007 MBNQA Recipient <b>Separate Event for Registered Participants Only</b>	Jefferson
<b>4:15 – 4:30</b> <b>Travel to 20/20 Celebration &amp; Reception</b>		
<b>4:30-6:30 pm</b>	<b>20/20 Celebration</b> Raffle Baskets, TPE Historical Timeline, Hors d'oeuvres, Networking <b>5:15 General Session –</b> Welcome, Introductions & Toast to 20 Years Presentation – 20 Years of TPE <b>5:40 Keynote Address</b> <b>Major General John Harris</b> <i>Assistant Adjutant General-Army for Ohio</i> <i>Commander, Ohio National Guard</i> 6:25 Raffle Drawing	Ballroom ABCD

## Tuesday, September 11, 2018

<b>Time</b>	<b>Description</b>	<b>Location</b>
<b>7:30 am</b>	Registration	Ballroom ABCD
<b>7:30 am</b>	Breakfast	Ballroom ABCD
<b>8:00-8:45 am</b>	Examiner Breakfast, <i>by invitation only</i>	The Club
<b>8:55 am</b>	Welcome, Opening Comments	Ballroom ABCD
<b>9:00-9:45 am</b>	<b>General Session</b> <i>A Stellar Baldrige Journey,</i> Betsy Pimentel, Vice President Defense Programs Stellar Solutions, 2017 MBNQA Recipient	Ballroom ABCD
<b>9:45 – 10:00</b> <b>Stretch Break &amp; Refreshments</b>		
<b>10:00 – 10:45 am</b>	<b>General Session</b> <i>From Compliance to Commitment: Evidenced-Based Leadership Tactics That Work</i> Hugh Brown, Chief Executive Officer, St. David's Georgetown Hospital, 2014 MBNQA Recipient	Ballroom ABCD

<b>10:45 – 11:00</b> <b>Travel to Concurrent Sessions</b> <b>Concurrent Session 5</b>		
<b>11:00 – 11:45 am</b>	<i>Strategically Planning a Stellar Future, Category 2 Strategy</i> , Betsy Pimentel, Vice President Defense Programs and Rick Pierce, Senior Systems Engineer, Stellar Solutions, 2017 MBNQA Recipient	Franklin/Hamilton
<b>11:00 – 11:45 am</b>	<i>Optimizing Workforce Engagement Through Recruitment &amp; Retention, Category 5 Workforce</i> , Adonica Benesh, Vice President of Quality, St. David's Health Care and Hugh Brown, Chief Executive Officer, St. David's Georgetown Hospital, 2014 MBNQA Recipient	Hancock
<b>11:00 – 11:45 am</b>	<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	Monroe
<b>11:00 – 11:45 am</b>	<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	Highland
<b>11:45 – 12:00</b> <b>Travel to Lunch</b>		
<b>12:00 – 1:00 pm</b>	<b>Lunch</b>	Ballroom ABCD
<b>1:00 - 2:30 pm</b>	Recognition of the 2018 TPE Award Recipients – George McAfee, TPE Board Vice Chair, and Margot Hoffman, TPE President and CEO	Ballroom ABCD
<b>2:30 pm</b>	<b>Conference Closes</b> <i>Attendees Depart After Award Ceremony</i>	Ballroom ABCD