

The Partnership for Excellence

20th Annual Quest for Success Conference

September 9-10, 2019 PRELIMINARY SCHEDULE - Updated 8/19/2019

Celebrating 21 Years of Performance Excellence!



Sunday, September 8, 2019

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 9, 2019 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 George McAfee, Chair, TPE Board of Trustees	Ballroom ABCD
9:15-10:00 am	General Session – <i>BE BOLD - There are no Substitutions</i> , Lindel Fields, Superintendent and CEO, Tri County Tech, 2018 MBNQA Recipient	Ballroom ABCD
10:00 – 10:10 Stretch Break and Refreshments		
10:10-10:55 am	General Session – <i>Leveraging Mission & Relationships to Save Lives</i> , Sue Dunn, President & CEO, Donor Alliance 2018 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>“The Tri County Way”</i> , Category 5, Dr. Tammie Strobel, Deputy Superintendent and Chief Quality Officer, Tri County Tech 2018 MBNQA Recipient	Franklin/Hamilton
11:10 am-11:55 am	<i>Connecting Category 2 Strategic Planning and Category 6 Operations, Categories 2 & 6</i> , Terrie Huddleston, Director of Project Management Office & Lean Management and Barbara Roberts, Director of Strategic Planning and Budgeting, Blanchard Valley Health System, 2019 TPE Governor’s Award for Excellence	Monroe
11:10 am-11:55 am	<i>Improving Quality of Life in America One Community at a Time – Toledo Ohio’s Journey</i> , Stephanie Norling, Director, Communities of Excellence 2026 & Angela Brandt, Chief Operations Officer, ProMedica Physicians Group	Highland
11:10 am-11:55 am	<i>The Leader2Leader Experience Part 1: Pecha Kucha Presentations</i> , Leader2Leader Collaborative Participants	Hancock

11:55 – 12:00		
Travel to Lunch		
12:00 - 1:00 pm	Lunch <i>TPE Individual Award Recipients Recognized</i>	Ballroom ABCD
1:00 – 1:15		
Stretch Break and Travel to Concurrent Sessions		
Concurrent Session 2		
1:15-2:00 pm	<i>Moving Strategy from a Key Theme Opportunity for Improvement to a Key Theme Strength,</i> Sue Dunn, President & CEO, Donor Alliance 2018 MBNQA Recipient	Franklin/Hamilton
1:15-2:00 pm	<i>Rethinking Health, Category 2,</i> John C. Jones, Community Liaison, ProMedica 2019 TPE Lead Category Performer Award	Highland
1:15-2:00 pm	<i>The Leader2Leader Experience Part 2: Pecha Kucha Presentations,</i> Leader2Leader Collaborative Participants	Hancock
1:15-2:00 pm	<i>Customer Engagement: You Had Me Before Hello, Category 3 Customers,</i> Dr. Raina Knox, President & CEO, Stratex Solutions	Monroe
1:15-2:00 pm	<i>Leader2Leader Collaborative</i> Paul Worstell, President (Retired) PRO-TEC Coating, 2007 MBNQA Recipient Separate Event for Registered Participants Only	Jefferson
2:00 – 2:15		
Stretch Break and Travel to Concurrent Sessions		
Concurrent Session 3		
2:15-3:00 pm	<i>Lessons Learned: Starting the Journey, Category 1,</i> Kevin Speer, President & CEO and Shane Sommers, Vice President of Professional Services, Hendricks Regional Health	Hancock
2:15-3:00 pm	<i>Coaches and Leaders – Baldrige Built to Last, Category 1,</i> Dr. Rusty Clifford, Director of Administration and Operations, Montgomery County Educational Service Center and Rich Kramer, Chief Operating Officer, City Uniforms and Linens	Highland
2:15-3:00 pm	<i>Leading Change for Success – Part 1,</i> Kay Kendall, CEO and Principal, BaldrigeCoach, Inc.	Franklin/Hamilton
2:15-3:00 pm	<i>Measure + Analyze + Learn = Organizational Performance and Excellence, Category 4</i> Jason Berry, Manager of Organizational Excellence & Quality/Patient Experience Officer & Denise Kaetzel, Director of Organizational Excellence & Quality, Memorial Hospital and Health Care Center, 2018 MBNQA Recipient	Monroe
2:15-3:00 pm	<i>Leader2Leader Collaborative</i> Paul Worstell, President (Retired) PRO-TEC Coating, 2007 MBNQA Recipient Separate Event for Registered Participants Only	Jefferson
3:00 – 3:15		
Refreshments and Travel to Concurrent Sessions		
Concurrent Session 4		
3:15-4:00 pm	<i>Leading Change for Success – Part 2,</i> Kay Kendall, CEO and Principal, BaldrigeCoach, Inc.	Franklin/Hamilton
3:15-4:00 pm	<i>Achieving a High-Performance Environment Through Culture, Engagement, and Accountability, Category 5,</i> Tom Conner, Director Clinical Services / Service Line Operations, UH Portage Medical Center	Hancock

3:15-4:00 pm	<i>Strategic Teamwork, Categories 1 & 5,</i> Kurt Schoch, Coach & Consultant, Performance Improvement Consulting	Monroe
3:15-4:00 pm	<i>Lions, Tigers & Bears – Oh My: Are you Fat, Fit, Frail or Finished?</i> George McAfee, Vice President of Strategic Marketing, Cornerstone Consulting Organization	Highland
3:15-4:00 pm	<i>Leader2Leader Collaborative</i> Paul Worstell, President (Retired) PRO-TEC Coating, 2007 MBNQA Recipient Separate Event for Registered Participants Only	Jefferson
4:00 Travel to Keynote Address		
4:00-6:00 pm	<u>A Journey with Joshua Perry:</u> <u>Life, Drive and Commitment to Community</u> Raffle Baskets, Hors d'oeuvres and Networking 4:45 Welcome Welcome and Introductions – Margot Hoffman 5:00 Keynote Address Joshua Perry <i>Former OSU and NFL Linebacker, Founder/CEO of Joshua Perry Family Foundation</i> 5:45 Raffle Drawing	The Club

Tuesday, September 10, 2019

Time	Description	Location
7:30 am	Registration	Ballroom ABCD
7:30 am	Breakfast	Ballroom ABCD
8:00-8:45 am	Examiner & Judge Breakfast, <i>by invitation only</i>	The Club
8:55 am	Welcome, Opening Comments	Ballroom ABCD
9:00-9:45 am	General Session Kyle Bennett, President and CEO, Memorial Hospital and Health Care Center, 2018 MBNQA Recipient	Ballroom ABCD
9:45 – 10:00 Stretch Break & Refreshments		
10:00 – 10:45 am	General Session <i>Jumping in with Both Feet: Lessons Learned from a Whirlwind 4.5 Year End-to-end Baldrige Journey,</i> Mike McLeod, Chief Operating Officer, Integrated Project Management Company, Inc., 2018 MBNQA Recipient	Ballroom ABCD
10:45 – 11:00 Travel to Concurrent Sessions Concurrent Session 5		
11:00 – 11:45 am	<i>Design + Manage + Improve = Operational Effectiveness and Excellence, Category 6,</i> Brandy Nord, Patient Safety Officer & Lori Persohn, Associate Vice President Patient Services, Memorial Hospital and Health Care Center, 2018 MBNQA Recipient	Franklin/Hamilton

11:00 – 11:45 am	<i>Accelerate Your Baldrige Journey Using Project Management Best Practices</i> , Dan Stark, Knowledge and Process Management, Integrated Project Management Company, Inc., 2018 MBNQA Recipient	Hancock
11:00 – 11:45 am	<i>Check yourself, before you wreck yourself</i> , Tom West, Healthcare Consultant and Adriana Pust, Manager of Health Innovation and Quality, Ohio Department of Medicaid	Monroe
11:00 – 11:45 am	<i>Implementing Performance Excellence – Approaches that Worked, Categories 1, 5 & 6</i> , Thomas Baldrick, Operational Excellence and Quality Management Coach and Trainer, Quality Leadership LLC	Highland
11:45 – 12:00 Travel to Lunch		
12:00 – 1:00 pm	Presentation of Colors & Pledge of Allegiance Lunch	Ballroom ABCD
1:00 - 2:30 pm	Recognition of the 2019 TPE Award Recipients & 2018 Baldrige Recipient – George McAfee, TPE Board Chair, Al Faber, Baldrige Foundation President and CEO, and Margot Hoffman, TPE President and CEO	Ballroom ABCD
2:30 pm	Conference Closes <i>Attendees Depart After Award Ceremony</i>	Ballroom ABCD