

The Partnership for Excellence Presents:

Stay the Course

Through Agility & Excellence

2020 Quest for Success



21st Annual Quest for Success Conference – A Virtual Experience
 September 14 – 15, 2020 PRELIMINARY SCHEDULE – Updated 7/15/2020
Celebrating 22 Years of Performance Excellence!

Monday, September 14, 2020

Welcome & Opening Remarks	
8:00 a.m.	Margot Hoffman, President & CEO, The Partnership for Excellence & George McAfee, Chair, TPE Board of Trustees
Leadership Panel	
8:15 a.m.	<i>Organizational Agility: Pivoting & Leading During Unprecedented Times</i> , Panelists - Gordon Bowen, CEO, Lifebanc; Laura Viaches, Senior Director, Patient Services, Lilly USA; Jeff Wendorf, Superintendent, North Canton City Schools; Moderator – Tammy Dye, Chief Strategy Officer, Jordan Johnson
9:00 a.m.	Break
Breakout Sessions	
9:15 a.m.	<i>90-Day Teams, Category 2</i> , Melanie Powell, Director of Business Development & Marketing, Memorial Hospital and Health Care Center, 2018 MBNQA Recipient
9:15 a.m.	<i>Rapid Fire Session: 6 Categories - 6 Best Practices – 6 Minutes Each</i> , Presenters – Category 1: Pam Jensen - ProMedica, Category 2: Sidney Blakemore - Canal Barge, Category 3: Karen Kiel Rosser - Mary Greeley Medical Center, Category 4: Denise Kaetzel – Memorial Hospital and Health Care Center, Category 5: Cindy Burkholder - CAMC Health System, Category 6: Terrie Huddleston – Blanchard Valley Health System
9:15 a.m.	<i>Starting the Journey</i> , Elaine Edgar, Editor and Susan Frollo, Advising & Partnering Lead, The Partnership for Excellence
9:15 a.m.	<i>Knowing When to Solve the Problem-How to Overcome the Top 10 Failures of Strategic Thinking</i> , Dr. Raina Knox, President & CEO, Stratex Solutions
10:00 a.m.	Break
Keynote Address	
10:15 a.m.	<i>Why Baldrige?</i> Brian Dieter, President & CEO, Mary Greeley Medical Center, 2019 MBNQA Recipient
11:00 a.m.	Break
Breakout Sessions	
11:15 a.m.	<i>Category 6</i> , Karen Kiel Rosser, Vice President & Quality Improvement Officer, Mary Greeley Medical Center, 2019 Baldrige Recipient
11:15 a.m.	<i>Category 5</i> , UH Conneaut & Geneva Medical Centers
11:15 a.m.	<i>Improving Quality of Life in America one Community at a Time</i> , Stephanie Norling, Director, Communities of Excellence 2026
11:15 a.m.	<i>Cringeworthy Application Examples and What We Can Learn from Them</i> , Kay Kendall, CEO, BaldrigeCoach Inc.
12:00 – Adjourn until Tomorrow	
12:30 a.m.	<i>Optional Discussion Groups – Grab your lunch & join in on a discussion</i>

Virtual Conference

2020 TPE Quest for Success

Tuesday, September 15, 2020

Welcome & Recognition of Award Recipients	
8:00 a.m.	Margot Hoffman, President & CEO, The Partnership for Excellence & George McAfee, Chair, TPE Board of Trustees
Keynote Address	
8:15 a.m.	Kathleen Hetherington, President, Howard Community College, 2019 MBNQA Recipient
9:00 a.m.	Break
Breakout Sessions	
9:15 a.m.	<i>Category 4</i> , Zoe Irvin, Executive Director of Planning, Resources & Organizational Development, Howard Community College, 2019 MBNQA Recipient
9:15 a.m.	<i>Category 1</i> , Shane Sommers, Vice President of Professional Services and Lisa Imlay, Vice President of Quality, Safety & Compliance, Hendricks Regional Health
9:15 a.m.	<i>A Baldrige Approach to Design Thinking, Category 6</i> , Tracy Owens, Innovation Chair, American Society for Quality
9:15 a.m.	<i>OFI Games: Having Fun with your Feedback Report</i> , Margot Hoffman, President & CEO, The Partnership for Excellence
10:00 a.m.	Break
Interview with a 2-Time Baldrige Recipient	
10:15 a.m.	Terry May, President, MESA Products, 2006 & 2012 MBNQA Recipient
11:00 a.m.	Break
Breakout Sessions	
11:15 a.m.	<i>Driving A Customer Focus Through Leadership, Category 3</i> – Andrew Weber, Vice President/Administrator and Maricris Miller, Associate Administrator, CAMC Women & Children’s Hospital – CAMC Health System, 2015 MBNQA Recipient
11:15 a.m.	<i>Wellness Matters – You Matter! Categories 1 & 5</i> , Travis Lozier, Chief Culture & Quality Officer and Tammy Dye, Chief Strategy Officer, Jordan Johnson, Inc.
11:15 a.m.	<i>Category 4</i> , Kent Holloway, CEO and Jennifer Smith, Director of Quality and Regulatory Affairs, Lifeline of Ohio
11:15 a.m.	<i>Lessons from Leader2Leader Collaborative</i> , CAMC Health System - Phil Meadows & Mason Olszewski; Canal Barge – Troy Remy; City Uniforms & Linen – Sidney Keller; ProMedica - Derrick Beczynski, Tiffany Johnston, Andrew Vollmar & Darrell Wachowiak; University of Findlay – Chris Ward
12:00 – Conference Concludes – Thanks for joining us!	

Moderators for Breakout Sessions: Lauren Browning, Elaine Edgar, Margot Hoffman, George McAfee