



Quest for Success Virtual Conference
September 13 – 14, 2021

Soaring to New Heights
Resilience and Innovation



22nd Annual Quest for Success Conference – A Virtual Experience
September 13 – 14, 2021 PRELIMINARY SCHEDULE – Updated 6/28/2021
Celebrating 22 Years of Performance Excellence!

Monday, September 13, 2021

Welcome & Opening Remarks	
9:00 a.m.	Margot Hoffman, President & CEO, The Partnership for Excellence & George McAfee, Chair, TPE Board of Trustees
Plenary Session	
9:15 a.m.	<i>Leading for Resilience and Continuous Improvement</i> , Dr. John Chessare, President & CEO and Carolyn Candiello, VP Quality & Patient Safety, GBMC Healthcare, 2020 MBNQA Recipient
10:00 a.m.	Break
Breakout Sessions	
10:15 a.m.	<i>Lean Management System</i> , Rhonda Wyskiel, Senior Director Performance Improvement & Innovation, GBMC Healthcare, 2020 MBNQA Recipient
10:15 a.m.	Tentative: <i>Memorial Hospital and Health Care Center</i> , 2018 MBNQA Recipient
10:15 a.m.	<i>Benchmarking in a Virtual World</i> , Kay Kendall, CEO & Glenn Bodinson, Founder, BaldrigeCoach
10:15 a.m.	<i>Performance Improvement Project Pecha Kucha Presentations</i> , 2019 – 2020 Leader2Leader Cohort
11:00 a.m.	Break
Plenary Session	
11:15 a.m.	<i>A Chat with the First Three-Time Baldrige Recipient</i> , Kelsie May, CEO & Terry May, President & Founder, MESA
12:00 p.m.	Lunch Break
Breakout Sessions	
12:45 p.m.	<i>Diversity, Equity & Inclusion</i> , Greg Braylock, Jr., Vice President & Chief Diversity, Equity, Inclusion Officer, ProMedica, 2021 Governor’s Award for Excellence
12:45 p.m.	Tentative: <i>UH Conneaut & Geneva Medical Centers</i>
12:45 p.m.	<i>Building Resilience is Key to Adapting to Dynamic Environments</i> , Bill Currence, President & Founder, Cornerstone Consulting Organization & Dr. Eric Bean, Director of High Performance, HigherEchelon, Inc.
12:45 p.m.	<i>Rapid Fire Session: 6 Categories – 6 Best Practices – 6 Minutes Each</i> , Presenters - Presenters – Category 1: Memorial Hospital and Health Care Center; Category 2: TBD; Category 3: CAMC Health System; Category 4: TBD, Category 5: GBMC Healthcare; Category 6: Elevations Credit Union
1:30 p.m.	Break
Breakout Sessions	
1:45 p.m.	<i>Baldrige Category 1</i> , William Sheron, CEO & Kathy Sifferlin, VP of Quality and Patient Safety, Wooster Community Hospital
1:45 p.m.	Tentative: <i>Cybersecurity</i> , Phil Meadows, Information Security Officer, CAMC Health System, 2015 MBNQA Recipient
1:45 p.m.	<i>Improving Business Performance and Employee Pay Using Continuous Improvement</i> ,

Virtual Conference



	Doug Hartshorn, Director of Operations,
1:45 p.m.	<i>Lessons from Leader2Leader Collaborative</i> , Blanchard Valley Health System – Amy Mills; CAMC Health System – Tamara Fuller & Kristi Snyder; City Uniforms & Linen – Brian King & A.J. Wolery; Fresh Encounter – Doug Mills; ProMedica – Scott Gauthier, Brad LaClair, Liz Michalak, Patty Modrowski & Renata Viskanta
2:30 p.m. – Adjourn until tomorrow	

Tuesday, September 14, 2021

Welcome & Recognition of Award Recipients	
9:00 a.m.	Margot Hoffman, President & CEO, The Partnership for Excellence & George McAfee, Chair, TPE Board of Trustees
Plenary Session	
9:15 a.m.	<i>Learning from Transformation and Defining a Way Forward</i> , Scott Frisch, Executive Vice President, Chief Operating Officer & Chief Financial Officer AARP, 2020 MBNQA Recipient
10:00 a.m.	Break
Breakout Sessions	
10:15 a.m.	<i>AARP's Dashboard: The North Star for Performance Measurement, Baldrige Category 4</i> , Walter Harris, Senior Vice President for Enterprise Performance & Business Analysis, AARP, 2020 MBNQA Recipient
10:15 a.m.	Tentative: Hendricks Regional Health, 2021 Governor's Award for Excellence
10:15 a.m.	<i>Knowledge Management Development in Pharma Co.</i> , Dialah Hutabalian, Learning Facilitator Senior Specialist, PT ANTAM Tbk, Jakarta, Indonesia
10:15 a.m.	<i>Listening to and Acting on the Voice of the Customer – Part 1</i> , Dr. Michael Colburn, Performance Improvement Consultant, Colburn & Associates
11:00 a.m.	Break
Plenary Session	
11:15 a.m.	Gerry Agnes, CEO, Elevations Credit Union, 2020 & 2014 MBNQA Recipient
12:00 p.m.	Lunch Break
Breakout Sessions	
12:45 p.m.	<i>Baldrige Category 2: Strategy</i> , Michael Calcote, CFO, Elevations Credit Union, 2020 & 2014 MBNQA Recipient
12:45 p.m.	Tentative: Lilly Patient Services
12:45 p.m.	<i>Listening to and Acting on the Voice of the Customer – Part 2</i> , Dr. Michael Colburn, Performance Improvement Consultant, Colburn & Associates
12:45 p.m.	Tentative: Reid Health
1:30 p.m.	Break
Q&A with TPE Governor's Award Recipients	
1:45 p.m.	<i>Interview with 2021 Governor's Award Recipients</i> – Hendricks Regional Health and Randy Oostr, President & CEO, ProMedica
2:15 p.m.	Recognize 2021 Award Recipients & Final Remarks
2:30 p.m. – Conference Concludes – Thanks for joining us!	

Note: Schedule subject to change.

Session Moderators: Lauren Browning, Elaine Edgar, Margot Hoffman, Alice Lewis, Chris Ward

