



23rd Annual Quest for Excellence Conference

Aiming for Excellence

September 12 – 13, 2022

Monday, September 12, 2022 - OSU Fawcett Center, Columbus, Ohio

Time	Description	Location
12:00 pm	Registration Open	Lobby by Ballroom AB
1:00 – 4:00 pm	Pre-conference Workshop <i>Embedding Diversity, Equity & Inclusion into your Organizational Culture</i> , Greg Braylock – ProMedica, Kent Holloway – Lifeline (retired), Maricris Miller – CAMC Women & Children’s Hospital	Alumni Lounge
5:30 pm	Reception – (Cash Bar, Credit Card Only)	Clinton
6:00 – 8:00 pm	2022 TPE Awards Banquet	Clinton

Tuesday, September 13, 2022 - OSU Fawcett Center, Columbus, Ohio

Time	Description	Location
8:00 am	Registration	Lobby by Ballroom AB
8:00 am	Breakfast	Ballroom AB
9:00 am	Welcome, Opening Comments	Ballroom AB
9:15 - 10:00 am	General Session <i>Transforming Improvement into Innovation</i> , Tiffany Yandell, Director of Operations and Technology, The Charter School of San Diego, San Diego, CA 2021 & 2015 MBNQA Recipient	Ballroom AB
10:00 – 10:15 am Travel to Concurrent Sessions		
10:15 – 11:00 am	<i>Can you be an Agile Organization and an Anchor Organization?</i> Maulik S. Joshi, Dr.P.H., President and CEO and Carrie Adams, Pharm.D., Chief Operating Officer, Meritus Health, Hagerstown, MD, 2022 TPE Governor’s Award for Excellence	Ballroom CD
10:15 – 11:00 am	<i>Integrating Voice of the Customer Approaches in a Large Organization, Category 3</i> , Ashlie Fritz, System Volunteer Coordinator & Patient Experience Specialist, ProMedica, 2021 TPE Governor’s Award for Excellence	Franklin/Hamilton
10:15 – 11:00 am	<i>Roadmap to Inclusion: A cross-departmental approach</i> , Demia Kandi, Senior Diversity Consultant, Sharon Cindrich, Director of Communications & Public Relations, and Amber Dinopoulos, Director of HR & Organizational Effectiveness, Lifeline of Ohio, Columbus, OH, 2022 TPE Gold Level Recipient	Hancock
10:15 – 11:00 am	<i>Embedding Organizational Learning to Achieve Quality Improvement on a Hospital Acquired Condition, Category 4</i> , Maricris Miller, Associate Administrator, CAMC Women & Children’s Hospital, 2015 MBNQA Recipient	Fairfield
11:00 – 11:15 am Travel to Concurrent Sessions		
11:15 am – noon	<i>Integrating Customer Feedback to Increase Satisfaction, Category 3</i> , Tiffany Yandell, Director of Operations and Technology, The Charter School of San Diego, San Diego, CA, 2021 & 2015 MBNQA Recipient	Ballroom CD

11:15 am – noon	<i>Blood Culture Contamination Reduction – A.D.L.I. in Action, Categories 2 & 4</i> , Fred Ervin, Director of Decision Support & Performance Improvement and Rhonda Boso-Suggs, Assistant Vice President Ancillary Services, WVU Medicine Camden Clark Medical Center, 2022 TPE Governor’s Award for Excellence	Franklin/Hamilton
11:15 am – noon	<i>Implementing Baldrige Strategies & Change Management</i> , Michael Davids, Senior Business Consultant, Strategic In/Sight Partners, 2016 TPE Governor’s Award for Excellence	Hancock
11:15 am – noon	<i>Electronic Medical Record Selection and Implementation: Strategy and Outcomes</i> , Tina Dalrymple, Director of Clinical Applications and Denise Kaetzel, Director of Organizational Excellence and Quality, Memorial Hospital and Health Care Center, Jasper, IN, 2018 MBNQA Recipient	Fairfield
12:00 – 12:15 pm Travel to Lunch		
12:15 – 1:15 pm	Presentation of Colors, Pledge of Allegiance, Lunch <i>Baldrige Update – Al Faber, CEO, Baldrige Foundation</i>	Ballroom AB
1:15 – 2:00 pm	General Session <i>It’s Not the Destination, it’s the Journey</i> , Michael Gerusky, Chief Innovation & Performance Officer and Colleen Sullivan, Director, Public Affairs & Donor Family Services, CORE, 2019 MBNQA Recipient	Ballroom AB
2:00 – 2:15 pm Travel to Concurrent Sessions		
2:15– 3:00 pm	<i>CORE’s Not-so Impossible Burger</i> , Michael Gerusky, Chief Innovation & Performance Officer and Colleen Sullivan, Director, Public Affairs & Donor Family Services, CORE, 2019 MBNQA Recipient	Ballroom CD
2:15– 3:00 pm	<i>Begin with the End in Mind</i> , Tracy Owens, Principal Consultant, 3 Point Consulting, Ltd.	Franklin/Hamilton
2:15– 3:00 pm	<i>Delivering on our Commitment to Community Performance Excellence</i> , Stephanie Norling, Executive Director, Communities of Excellence	Hancock
2:15– 3:00 pm	<i>Pursuit of Excellence: Leadership by Compass (MVV) and Map (Strategic Plan)</i> , Dr. Brian Miller, Superintendent and Dr. Kristen Justus, Assistant Superintendent - Elementary Education & Curriculum, Pine-Richland School District – Pittsburgh, PA 2021 MAAPE Excellence Award	Fairfield
3:00 – 3:15 pm Travel to Concurrent Sessions		
3:15 – 4:00 pm	<i>First Things First: Starting the Journey</i> , Lauren Browning, Director of Training and Administration and Kurt Schoch, TPE Board Chair The Partnership for Excellence	Ballroom CD
3:15 – 4:00 pm	<i>Using Data to Create Organizational Strategy</i> , Julianne Renz, Vice President of Information Services & Chief Information Officer and John Bookmyer, Chief Operating Officer, Pain Management Group, 2022 TPE Silver Level Recipient	Franklin/Hamilton
3:15 – 4:00 pm	<i>Collaborative Diagnostic Methods, Categories 3, 5 & 6</i> , Michael Colburn, Associate Professor Management (retired), Ashland University & Doug Hartshorn, Sr. Director of Continuous Improvement, Curaleaf	Hancock
3:15 – 4:00 pm	<i>Leader2Leader Collaborative</i> *Separate Event for Registered Participants Only*	Fairfield

After the last session, chocolate Buckeyes will be available as you exit the conference as a special send off for your travel home!