



**24<sup>th</sup> Annual Quest for Excellence Conference**  
***Pursuing Performance Excellence: Navigating the Road to Improvement***  
 September 11 – 12, 2023

**Monday, September 11, 2023 - OSU Fawcett Center, Columbus, Ohio**

Time	Description	Location
12:00 pm	Registration Open	Lobby by Ballroom CD
1:00 – 4:30 pm	<b>Pre-conference Workshop</b> <i>Design Thinking: Inspiration for Innovative Human-Centered Solutions</i> , Tom West – Green Dot Consulting Group, Founder & Master Black Belt	Ballroom CD
5:30 pm	<b>Reception</b> – (Cash Bar, Credit Card Only)	Alumni Lounge
6:00 – 8:00 pm	<b>2023 TPE Awards Banquet</b>	Alumni Lounge

**Tuesday, September 12, 2023 - OSU Fawcett Center, Columbus, Ohio**

Time	Description	Location
8:00 am	Registration	Lobby by Ballroom AB
8:00 am	Breakfast	Ballroom CD
9:00 am	Welcome, Opening Comments	Ballroom CD
9:15 - 10:30 am	<b>General Session</b> <i>Game Changer Processes &amp; Discussion Panel</i> Illinois Baldrige Recipients: Dr. Chuck Derus – Advocate Good Samaritan Hospital, Michael Everett – IMRF, Larry Meyer – Integrated Project Management	Ballroom CD
10:30 – 10:45 am	<b>Break &amp; Travel to Concurrent Sessions</b>	
10:45 - 11:30 am	<i>Leading Practices for Strategy Development &amp; Implementation Discussion Panel, Category 2</i> , Denise Kaetzel – Memorial Hospital & Health Care Center, Michael Everett – IMRF & Maricris Miller – CAMC Health System	Ballroom CD
10:45 – 11:30 am	<i>TPE's Road to Excellence: Update on MVV &amp; Strategic Initiatives</i> , Kurt Schoch - TPE Board Chair & Pam Jensen – TPE Board Vice Chair	Franklin/Hamilton
10:45 – 11:30 am	<i>From Feedback Reports to Strategic Implementation - Category 2</i> , Fred Ervin & Marjean Kennedy – WVU Medicine Camden Clark Medical Center, 2022 TPE Governor's Award Recipient	Hancock
10:45 – 11:30 am	<i>Using Leading Indicators to Accelerate Improvement</i> , Kay Kendall & Glenn Bodinson – BaldrigeCoach	Fairfield
11:30 pm	<b>Travel to Lunch</b>	
11:30–12:30 pm	<b>Presentation of Colors, Pledge of Allegiance, Lunch</b> Recognize Examiners & Judges	Ballroom AB
12:30 – 1:15 pm	<b>Keynote Presentation</b> <i>Systems Perspective: It Takes an Orchestra to Play a Symphony</i> , Dr. Alaa El-Halwagy, Chairman – Sterling International	Ballroom AB
1:15 – 1:30 pm	<b>Travel to Concurrent Sessions</b>	
1:30– 2:15 pm	<i>Women on the Move: A True Woman is any Society's Competitive Advantage</i> , Dr. Alaa El-Halwagy - Chairman, Sterling International	Ballroom CD

<b>1:30– 2:15 pm</b>	<i>Translating Strategic Plans into Tactical Action: Purpose Driven Meetings and Agile Kanban Methodology</i> , Eric Crouch & Mike Snow – Kettering Health Information Systems, 2023 TPE Gold award recipient	Franklin/Hamilton
<b>1:30– 2:15 pm</b>	<i>Greater Fremont &amp; the Communities of Excellence Framework</i> , Stephanie Norling – Communities of Excellence 2026 & Chari Mullen – City of Fremont, OH	Hancock
<b>1:30– 2:15 pm</b>	<i>The 6 Types of Working Genius as a Model for Effective Leadership and Teamwork</i> , Kurt Schoch – Performance Improvement Consulting & TPE Board Chair	Fairfield
<b>2:15 – 2:30 pm</b>	<b>Travel to Concurrent Sessions</b>	
<b>2:30 – 3:15 pm</b>	<i>From Vision to Reality: Valuing People, Categories 3 &amp; 5</i> , Carol Shields – Community Health Network, 2023 TPE Silver award recipient	Ballroom CD
<b>2:30 – 3:15 pm</b>	<i>The Le.T.C.I. Checklist – An Approach to Standardizing the Presentation of Results, Category 7</i> , Chrissie Hayes & Chrissy Brewer – WVU Medicine Camden Clark Medical Center, 2022 TPE Governor’s Award Recipient	Franklin/Hamilton
<b>2:30 – 3:15 pm</b>	<i>Creating a Safe Space for Those Deep, Focused Conversations</i> , Brian Kolenich – Ohio Living & The Strategic Sandbox, LLC	Hancock
<b>2:30 – 3:15 pm</b>	<i>Baldrige Program Leaders: Proven Practice Sharing</i> , A facilitated discussion among organization Baldrige leaders, Fred Ervin – WVU Medicine Camden Clark Medical Center	Fairfield
<b>3:15 – 3:30 pm</b>	<b>Travel to Concurrent Sessions</b>	
<b>3:30 – 4:15 pm</b>	<i>From Hurdles to Clocks; Expedited Prioritization Using Affinity-Clock-Sequence, Category 6</i> , Tracy Owens - Ohio State University	Ballroom CD
<b>3:30 – 4:15 pm</b>	<i>Stratex Apex Discussion Group</i> , Courtney Cole - Stratex Solutions	Franklin/Hamilton
<b>3:30 – 4:15 pm</b>	<i>The Road to Excellence: Starting Your Journey</i> , Lauren Browning & Elaine Edgar - The Partnership for Excellence	Hancock
<b>3:30 – 4:15 pm</b>	<i>Leader2Leader Collaborative</i> <b>*Separate Event for Leader2Leader Participants Only*</b>	Fairfield

Schedule subject to change. Updated 8/31/2023.