

The Partnership for Excellence

2012 Quest for Success Conference

September 9-11, 2012



AS OF 06/14/12

Sunday, September 9, 2012

Time	Description	Location
12:00 am	Golf Classic registration with boxed lunches	Winding Hollow Golf Course 6140 Babbitt Road New Albany, OH 43054
1:00 pm	Shotgun Start	
5:30 pm - 7:00 pm	Reception Honoring Schneck Medical Center 2011 MBNQA Winner	Polaris Hilton
	Registration Open	
	Silent Auction items on display and bidding begins	Gemini C

Monday, September 10, 2012

8:00 am	Continental Breakfast Registration Open	
8:00 - 8:45	Healthcare Networking Session All Healthcare Attendees Welcome	Gemini B
	<i>Silent Auction items on display all day</i>	Gemini C
9:00	Welcome and Opening Remarks	
9:15-10:00	General Session - Keynote – <i>America Needs Baldrige</i> Larry Potterfield Founder & CEO, MidwayUSA, 2009 MBNQA Winner	Polaris Ballroom (ABDE)
10:00 – 10:15 Stretch Break & Refreshments		
10:15-11:00	General Session - Keynote – <i>Leadership - anyone can do it!</i> Dr. Bruce Kintz President/CEO, Concordia Publishing House 2011 MBNQA Winner	Polaris Ballroom (ABDE)
11:00 – 11:15 Stretch Break and Travel to Concurrent Sessions Concurrent Session 1		
11:15-12:00	<i>Strategic Planning</i> Larry Potterfield Founder & CEO, MidwayUSA, 2009 MBNQA Winner	Gemini A
11:15-12:00	<i>Beyond Performance Excellence: Research Insights from Baldrige Recipient Feedback</i> Dr. Jim Evans University of Cincinnati	Gemini B
11:15-12:00	<i>Customer Service!</i> Suki Wright Director of Organizational Excellence & Innovation Scheck Medical Center, 2011 MBNQA Winner	Polaris C
11:15-12:00	<i>The MidwayUSA Approach to Workforce Engagement</i> Matt Fleming President, MidwayUSA, 2009 MBNQA Winner	Polaris F
12:00 – 12:15 Travel to Lunch		

Time	Description	Location
12:15 - 1:00	Lunch - Keynote – <i>The Citizens Energy Baldrige Journey</i> Carey Lykins President/CEO, Citizens Energy Group 2012 TPE Platinum-level Winner	Polaris Ballroom (ABDE)
1:00 – 1:15 Stretch Break and Travel to Concurrent Sessions Concurrent Session 2		
1:15-2:00	<i>How Healthy is Your Organization?</i> Eric Kurjan President, Six Disciplines	Gemini A
1:15-2:00	<i>Connecting the Dots in the Baldrige Criteria, Part I</i> Vicki Spagnol Owner/Principal, Management Insights	Gemini B
1:15-2:00	<i>Building an Advanced Leadership Culture</i> Kathy M. Oswald Senior Vice President & Chief HR Officer Henry Ford Health System, 2011 MBNQA Winner	Polaris C
1:15-2:00	<i>Process Ownership - Key to Organizational Improvement</i> Kay Kendall Principal, BaldrigeCoach	Polaris F
2:00 – 2:15 Stretch Break and Travel to Concurrent Sessions Concurrent Session 3		
2:15-3:00	<i>How to Measure Hard-to-Measure Strategic Objectives</i> Jack Steele Chairman & CEO, Active Strategy, Inc.	Gemini A
2:15-3:00	<i>Connecting the Dots in the Baldrige Criteria, Part II</i> Vicki Spagnol Owner/Principal, Management Insights	Gemini B
2:15-3:00	<i>Measures that Matter, Proof of Performance</i> Martha Beltz Senior Consultant	Polaris C
2:15-3:00	<i>Beginning Your Baldrige Journey with TPE: Advising & Partnering Success!</i> Dr. Rusty Clifford TPE Board of Trustees	Polaris F
3:00 – 3:15 Refreshments - Travel Break Travel to General Session		
3:15-4:00	General Session - Keynote – <i>Leadership for the Baldrige Journey at HFHS</i> Kathy M. Oswald, Senior Vice President & Chief HR Officer Henry Ford Health System	Polaris Ballroom (ABDE)
4:00-6:00	Networking, Silent Auction final bidding Silent Auction Bidding Closes	Gemini C
6:00	Awards Dinner and Ceremony	Polaris Ballroom (ABDE)
7:15	Recognition of the 2012 TPE Award Recipients – Frank Perez, Board Chair and Al Faber, TPE President/CEO	Polaris Ballroom (ABDE)
9:00	Celebration with Award Recipients and Announcement of Silent Auction Results	Polaris Ballroom (ABDE)

Tuesday, September 11, 2011

Time	Description	Location
7:30 am	Registration	
7:30 am	Continental Breakfast	
7:30 8:30	Examiner Breakfast – <i>Guest Speakers</i> <i>Brenda Grant & Christena Ross, CAMC</i>	Gemini C
8:45	Welcome, Opening Comments Al Faber, TPE President/CEO	Polaris Ballroom (ABDE)
9:00 9:45	General Session - Keynote – <i>Commitment to Excellence</i> Gary Meyer President/CEO Schneck Medical Center, 2011 MBNQA Winner	Polaris Ballroom (ABDE)
9:45 – 10:00		
Stretch Break and Travel to Concurrent Sessions		
Concurrent Session 4		
10:00 – 10:45	<i>Applying the Criteria to a K-12 Educational Setting</i> Dr. David Mundy Executive Director for Learning Systems, Westfield Washington Schools	Gemini A
10:00 – 10:45	<i>"Crossroads"</i> Tammy Dye, Vice President of Clinical Services & Suki Wright, Director of Organizational Excellence & Innovation Scheck Medical Center, 2011 MBNQA Winner	Gemini B
10:00 – 10:45	<i>A Company with a Heart – Citizens Energy Group's</i> <i>Commitment to Community Investment</i> Jeff Brown, Director Brand Development & Yvonne Perkins, VP Community Relations Citizens Energy Group, 2012 TPE Platinum-level Winner	Polaris C
10:00 – 10:45	<i>Administrative Daily Phone Call - "Safety, Above All"</i> Kim Biery Director of Quality & Patient Safety, The Christ Hospital	Polaris F
10:45 – 11:00		
Refreshment Break and Travel to Concurrent Sessions		
Concurrent Session 5		
11:00 – 11:45	<i>CQI Processes: On Task and On Target</i> Mona Walters Dean of Institutional Planning and Effectiveness, Edison Community College	Gemini A
11:00 – 11:45	<i>How to Effectively Deploy Strategic Objectives across the</i> <i>Organization and Enhance Employee Engagement</i> Alan Sattler, President & Pam Jensen, Senior VP - Operations ProMedica Flower Hospital, 2012 TPE Platinum-level Winner	Gemini B
11:00 – 11:45	<i>How Great Organizations Create Customer Focus</i> Marlene Yanovsky Genitect	Polaris C
11:00 – 11:45	<i>Embrace & Influence Change</i> Mary Kaufmann Assistant Professor, Muskingum University	Polaris F
12:00 – 12:15		
Travel to Lunch		

Time	Description	Location
12:15 pm- 1:00	<i>ProMedica Flower Hospital – Our Journey of Excellence</i> Alan Sattler President, ProMedica Flower Hospital 2012 TPE Platinum-level Winner Final announcements – Frank Perez, Board Chair and Al Faber, TPE President/CEO	Polaris Ballroom (ABDE)
1:00 – 1:15 Travel to Concurrent Sessions Concurrent Session 6		
1:15 – 2:00	<i>Developing a Leadership System</i> John Vinyard CEO, Genitect	Polaris Ballroom (ABDE)
1:15 – 2:00	<i>Social Media: The 2012 Update</i> Mike Eldredge President, tekOrange	Gemini A
1:15 – 2:00	<i>Improving the Results in Your Organization!</i> Tom Baldrick Improvement Consultant, Quality Leadership	Gemini B
1:15 – 2:00	<i>Innovate Your Leadership</i> Maureen Metcalf CEO, Metcalf & Associates, Inc.	Polaris F
2:00-2:15 Travel Break		
2:15 – 3:00	Best Practices! <i>2012 TPE Award Recipients</i> <i>Share Their Stories in an Interactive Forum</i>	Gemini C