

JUNE 8 – BUILDING SUSTAINABLE ORGANIZATIONS – JUNE 8

	HEALTHCARE	MANUFACTURING	SERVICE	EDUCATION
8:30 TO 10:00	<p><u>Fusion: Successfully Aligning and Collaborating With Key Stakeholders</u> Jerri Garison, President Roy Lamkin, Chairman Board of Trustees Brad Leonard, MD Chief Medical Officer Deanne Kindred, Chief Financial Officer</p> <p>Tips to a successful senior leadership/board of trustee relationship. Leveraging board member diversity and experience to propel your organization. Aligning physicians with organizational goals.</p>	<p><u>Developing and Improving Work Systems</u> Len Wittenberg (APC R6s Lead) Category 4</p> <p>How core competencies are used to develop processes and work systems. How work systems are deployed and improved. Measurements for work systems. The integration of work systems across the organization. Training to implement work systems.</p>	<p><u>Standing Out In Your Marketplace</u> Ken Schiller, Allison Dreiband</p> <p>Learn how to define who you are and how to enhance and communicate your brand through convergent marketing. Aligning public relations, traditional media and social media.</p>	<p><u>One School District's Focus On Customer Service</u> Deborah Cron, Ph.D., Supt. Holly Teague, Deputy Supt., Weatherford ISD</p> <p>If customer service stands as a key element in every organization, how does a public school district effectively address the needs of its many customers? This session will focus on the processes used, the data collected, and the lessons learned in this district's journey to improve customer service.</p>
10:15 TO 11:45	<p><u>T.G.I.Monday: Creating An Environment Employees Beg To Come To and Never Want To Leave.</u> Tam Defer, Director Human Resources Marty Murff, Director Surgical Services Joe Brown, Director Oncology Services</p> <p>How to hire the best and keep them engaged. "Make this my hospital". Creating a culture of retention.</p>	<p><u>Ensuring Process Effectiveness</u> Dan Burke (APC OPS Director) Category 6</p> <p>How processes are developed, deployed, measured and integrated across an organization. The fundamentals of process measurement. How to learn from processes and engage employees in change.</p>	<p><u>Creating Raving Fans</u> Gini Turki, Allyson Young</p> <p>Blow away your competition by engaging your guests through building and promoting a delight-centered culture. How to select, train and coach team members to be passionate about delighting your guests and developing team member pride.</p>	<p><u>HEB ISD-Different by Design</u> Dr. Gene Buinger, Supt. HEB ISD</p> <p>Education Resource Group selected HEB ISD to be the number one school district in the state for the past four years. Find out how continuous improvement has created an environment marked by high levels of student success with financial efficiency.</p>
NOON TO 1:45	<p>LUNCH ENGAGEMENT, COMMITMENT, PROGRESS LEVEL RECOGNITIONS VOLUNTEER RECOGNITIONS</p>			
2:00 TO 3:30	<p><u>Inside The Locker-Room: Implementing A Team-Based Approach To Patient Centered Care</u> Ellen Pitcher, CNO/COO Carl Ciborowski, MD Medical Dir Inpatient Care Pat Cooper, Director Healthcare Improvement Janeen Browning, Dir Mktg</p> <p>Creating a structure conducive to a team-based approach to patient centered care. Aligning goals to focus improvement. Using a physician champion model. Implementing and sustaining a team based approach to improvement.</p>	<p><u>Leadership & Strategy Development</u> Ron Pisarik (APC SAS CBA Leader) Categories 1 & 2</p> <p>Role of leaders in strategy. How strategies are identified using core competencies. What goes into the development of a strategy – bringing the right things to the table. How to deploy strategies across the organization.</p>	<p><u>Creating, Deploying and Measuring Work Processes</u> Brian Nolen, Marlis Oliver</p> <p>An in-depth approach to engaging team members to consistently follow work processes in order to exceed key guest requirements. Aligning and measuring key guest requirements and key business drivers.</p>	<p><u>Process Management-A Cornerstone for Building a Baldrige Organization</u> Dr. Mark Jackson, Supt. Pam Ehrich, Asst Supt. Curriculum, Peggy Barnes, Asst Supt. HR Dr. Tana Hubbard, Dir Special Education Burleson ISD</p> <p>This presentation covers Burleson's approach, journey and results as they moved from zero documented processes to an organization with sustainable processes and a firm pathway to gathering and deploying knowledge of staff and students now and in the future.</p>