

PRE-CONFERENCE WORKSHOPS

Monday June 7

3 FULL DAY CLASSES

LUNCH PROVIDED

Quality Texas Strategic Partners have broad experience and proven knowledge with quality and organizational improvement methods and tools. They focus on the transformation of businesses and healthcare organizations for cost reduction and organizational excellence.

From Undoubtedly Good to Unquestionably Great: The Science of Improvement and the Science of Medicine

7 Hours

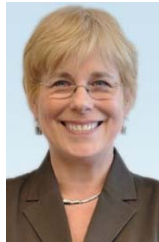
Monday June 7 – 8:30-3:30

Brent James, MD, MStat.
Intermountain Health Care

Kathleen Jennison Goonan, MD
Mass General Center For Performance Excellence
QUALITY TEXAS STRATEGIC PARTNER



BIO



BIO

For health care organizations, the science of medicine is at our core. Today, to keep pace with rapidly growing expectations for the performance of care delivery organizations, leaders need systematic approaches to improvement. This first time ever full day workshop will provide an overview to proven approaches to improving care outcomes while improving overall organizational leadership for excellence. Learn how to improve patient results at the lowest necessary cost while transforming your organization as a system.

Workshop Outcomes

Participants will understand the critical components of clinical quality improvement, including the importance of data and evidence based outcomes, as well as the fundamentals of organizational excellence in hospitals.

2 HALF DAY CLASSES

LUNCH PROVIDED IF TAKING BOTH SHORT CLASSES

Quality Texas Endorsed Baldrige Consultants have extensive experience improving organizations through the Baldrige feedback process. Each of our consultants has brought a recipient to the Texas Award for Performance Excellence or the National Baldrige Award.

Sustainability in Difficult Times Dealing Positively with Change

3.5 Hours

Monday June 7 – 8:30-12:00

Mac McGuire, Ph.D.

McGuire & Associates

QUALITY TEXAS ENDORSED BALDRIGE CONSULTANT



BIO

In this seminar, Dr. McGuire will address the key success factors in dealing with change in your organization and will cover the key elements that ensure organizational sustainability.

Difficult economic times are too often used as an excuse to pull back, be cautious, and avoid risk or change. But, highly successful organizations, based upon rigorous research, use periods of challenge to review their core competencies, position their products and services, understand their customers and lay a foundation for a sustainable future. There is much to be learned from the Baldrige Criteria for Performance Excellence in this area.

Workshop Outcomes

Participants will learn the key characteristics of sustainable organizations. The role of a change leader is critical to overall success. A special change formula will also be discussed. Eight key topics relating to change management will be covered with an emphasis on planning for sustainability. This course includes theory and application.

**Tools That Accelerate Change In Education
(Emphasis on K-12 But Applies To All Sectors)**

7 Hours

Monday June 7 – 8:30-3:30

Laura Longmire

Strategic Quality Initiatives

QUALITY TEXAS ENDORSED BALDRIGE CONSULTANT



BIO

This working session is designed to give overviews and hands-on practical knowledge of how to use a wide variety of quality tools to create and sustain change in an organization, school or district. These tools will include:

- Identifying key performance indicators and creating a Balanced Scorecard
- Documenting, measuring and improving work processes
- Understanding and applying benchmarking to achieve break-through improvements
- Using Baldrige-based assessments to validate strengths and prioritize opportunities for improvement

Attendees will work collaboratively with teams to create models of each tool. Templates for each tool and approach will be provided for future use.

Workshop Outcomes

Participants will learn key improvement tools and methods to drive rapid change in organizations, which they can take back and implement immediately.

**Writing A Successful Application
For Texas or Baldrige**

3 Hours

Monday June 7 – 12:30-3:30

Joe Muzikowski

QUALITY TEXAS ENDORSED BALDRIGE CONSULTANT



BIO

Writing an application to assess your organization against the Baldrige/Texas criteria is an intense, yet invigorating process. You will review your organization thoroughly—your leadership, strategies, processes, customer and workforce focus, measures and your ultimate results. When you begin to put your thoughts and findings on paper as you answer specific questions about how you do the work of the organization, you may find it difficult knowing where to begin in organizing the information and data to best share the story of your success with a team of outside examiners.

Participants in this workshop will gain an understanding of how to develop an application that will provide useful feedback for your organization. Areas of focus will be on the four application levels for Quality Texas, the benefits of developing an application and the assessment process.

Workshop Outcomes

You will learn: (1) What the criteria questions are asking for; (2) How Examiners review an application; (3) The importance of the Organizational Profile; (4) The content of criteria as process and results categories; (5) The content and value of the feedback report; (6) Approaches for writing an application; (7) Techniques for developing an effective application; and (8) resources and more.