

THURSDAY

JUNE 8-9 KyCPE/KAHQ JOINT CONFERENCE - PARTNERS IN EXCELLENCE

	Salon E (E/F)	Salon F	Salon G/H
8:00-8:45	<p>Registration Breakfast Network Bingo</p>		
8:45-9:15	<p>Welcome Opening Remarks Dean Bondhus, <i>President, KyCPE</i> Gale Hankins, <i>President, KAHQ</i></p>		
9:15-10:15	<p>The Systematic Approach to Customer Satisfaction Maryruth Butler <i>Kindred Nursing & Rehab</i></p>		
10:15-10:45	<p>Break - Network BINGO</p>		
10:45-11:45	<p>Educational Quality Alex Spurrier <i>Kentucky Dept of Education</i></p> <p>What Does Quality Mean to You? Patrick Horine <i>DNV GL Healthcare</i></p>		
11:45-1:00	<p>Lunch - Network BINGO - Door Prizes</p>		
1:00-2:00	<p>Using Innovation to Drive Operations Maryruth Butler <i>Kindred Nursing & Rehab</i></p>	<p>Collaboration Between Healthcare Entities F. Douglas Scutchfield, MD <i>Retired from the University of Kentucky</i></p>	<p>Integrating the Baldrige Framework into Organizational Culture Sharon Fenn and Tiffany Guinn <i>South Central Foundation</i></p>
2:05-3:05	<p>Synthesizing Organizational Data Adonica Benesh <i>St. David's Healthcare</i></p>	<p>KASPER Updates David Hopkins <i>Office of Inspector General of Kentucky</i></p>	<p>Building the Infrastructure for Operational Excellence Ellen Milnes <i>MoreSteam</i></p>
3:05-3:20	<p>Break - Network BINGO</p>		
3:20-4:20	<p>Leadership Panel</p>		

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4:20-4:30

Door Prizes

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Lanes End

**Thanks for the Feedback Report ...
Now What?!?**
Doug Serano and Denise Haynes
Quiet Excellence

**Behavior Changes in Healthcare Process
Improvement**
Fontaine Sands
Eastern Ky University

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	Salon E (E/F)	Salon F	Lanes End
8:00-8:30	Registration - Breakfast - Network Bingo		
8:30-9:30	Aligning Workforce Strategies Lee Butler <i>Don Chalmers Ford</i>	Optimizing Your Data Hannah Poquette and Aaron Butler <i>Kentucky Dept. of Education</i>	Creating a High-reliability, Very "Mature" Organization Doug Serano and Denise Haynes <i>Quiet Excellence</i>
9:30-10:30	Synthesizing Organizational Data Adonica Benesh <i>St. David's Healthcare</i>	Rules of Engagement Education Focus Nannette Johnston <i>Studer Education</i>	
10:30-10:45	Break - Network BINGO		
10:45-11:45	Gaining Alignment by Personalizing Lee Butler <i>Don Chalmers Ford</i>	PIPE Program Results Phil Eason and Nannett Johnston <i>KASA</i>	Benchmarking for Excellence Glen Bodinson and Kay Kendall <i>Baldrige Coach</i>
11:45-12:30	Lunch - Network Bingo - Door Prizes		
12:30-1:30	Awards and Recognition		
1:30-2:30	Introduction to Human Resources in the SCF Nuka System of Care Sharon Fenn and Tiffany Guinn <i>Southcentral Foundation</i>	Promoting Holistic Health and Well-being ... for Your Organization Doug Serano and Denise Haynes <i>Quiet Excellence</i>	Leadership + Engagement = RESULTS Glen Bodinson and Kay Kendall <i>Baldrige Coach</i>
2:30-3:30	Transparency for Lean Daro Mott <i>Louisville Metro Government</i>		Transportation Savings for School Districts: New & Proven Methods Conley Salyer <i>KyCPE Consulting Services Manager</i>
3:30-3:45	Break - Network BINGO		
3:45-4:30	Door Prizes and Final Remarks		

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Salon G/H

**The Quality Journey Presented by Nancy
Clafin**
Arizona State University

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