

James A. Haley Veterans' Hospital and Clinics is committed to continuing the journey to performance excellence and is the proud recipient of the 2010 Florida Governor's Sterling Award.

Sterling Great Practice Showcase Agenda

- 9:00 – 9:30 Registration
9:30 Welcome
10:00 Journey to Performance Excellence
- A. Leadership
 - B. Strategic Planning
 - C. Customer & Market Focus
 - D. Measurement, Analysis & Knowledge Management
 - E. Workforce Focus
 - F. Process Management
 - G. Results
- 12:00 Lunch – VA Canteen Booth
1:00 **Great Practice Showcase**
2:00 Wrap-up & Questions
2:15 Upon Request – Facility Tours

Our Great Practice Workshop will afford you views inside our journey to performance excellence using the Sterling process.

RSVP by October 8, 2010

Seating is limited to 150 people – please register early.

Where: James A. Haley Veterans' Hospital - Spinal Cord Injury (SCI) Dining Rooms
When: Thursday, October 21, 2010 9:00 am – 2:30 pm
Attire: Business Casual



Registration

Name: _____ Title: _____
Organization: _____
Address: _____ City, State, Zip: _____
Phone Number: _____ Fax: _____ Email: _____

RSVP with this form before October 8, 2010 via FAX: (813) 979-3693

Or mail to: **James A. Haley Veterans' Hospital**
Attention: Nancy Tucker (11E)
13000 Bruce B. Downs Boulevard
Tampa, Florida 33612

For more information, call: (813) 972-2000, extension 1606



James A. Haley Veterans' Hospital
13000 Bruce B. Downs Boulevard
Tampa, Florida 33612



**2010 Florida Governor's
Sterling Award for
Performance Excellence**



**Great
Practice
Showcase**

**October 21, 2010
9:00 am - 2:30 pm**

