



# South Miami Hospital

## Join us for South Miami Hospital's Journey to Excellence: The Sterling Showcase

**Nov. 18, 2010**  
**Fairchild Tropical Botanic Garden**  
**Garden House**

10901 Old Cutler Road  
Coral Gables, Florida 33156  
8-11:30 a.m.

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*The showcase is intended for organizations interested in learning the management model for performance excellence, the Sterling process and South Miami Hospital's Journey to Excellence. Attendees will learn about best practices, programs and services that enabled South Miami Hospital to qualify as a recipient of the 2010 Florida Governor's Sterling Award. Registration is \$30.*

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### Agenda

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8 a.m.	Registration and Continental Breakfast
8:30 a.m.	Welcome and Opening Remarks
8:45 a.m.	Embarking on the Sterling Journey (Sterling Office)
9 a.m.	Overview of the Sterling Model
9:15 a.m.	Leadership
9:45 a.m.	Workforce Focus
10:15 a.m.	Break
10:30 a.m.	Customer Focus
11 a.m.	Lessons Learned, Recommendations, Q&A session

## Two easy options to register:

The registration fee is \$30

**Option 1:** To pay by credit card (Visa, MasterCard, Discover or American Express are accepted), call **786-662-4594**.

**Option 2:** To pay by check, complete the registration form and make check payable to **Baptist Health South Florida**

Mail completed form with the check to: **South Miami Hospital**  
**HR Learning Management Department**  
**Victor E. Clarke Education Center**  
**6200 SW 73 Street**  
**Miami, FL 33143**



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### Registration Form

**First Name** \_\_\_\_\_ **Last Name** \_\_\_\_\_

**Company/Organization** \_\_\_\_\_

**Title** \_\_\_\_\_

**Mailing Address** \_\_\_\_\_

**City** \_\_\_\_\_ **State** \_\_\_\_\_ **Zip Code** \_\_\_\_\_

**Work Phone** \_\_\_\_\_ **E-Mail** \_\_\_\_\_

**Indicate Professional Category:**

Education  Manufacturing  Healthcare \_\_\_\_\_

Service  Public/Government  Other \_\_\_\_\_

**Registration fee: \$30**

Please make checks payable to: Baptist Health South Florida

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