



# MONTHLY FOCUS

**March - April 2011**

## **Sterling Events**

*The Sterling Monthly Focus is a communications tool distributed to Board Members, Examiners, and Sterling customers. It serves as a monthly reminder of the products, services, and events sponsored by the Sterling Council.*

### **Upcoming Meetings**

|                                     |                    |                |
|-------------------------------------|--------------------|----------------|
| <b>Exam Committee Meeting</b>       | <b>April 20/21</b> | <b>Orlando</b> |
| <b>Conference Committee Meeting</b> | <b>April 21/22</b> | <b>Orlando</b> |
| <b>Judges Meeting</b>               | <b>April 26</b>    | <b>Tampa</b>   |

## **Performance Improvement Leadership Series**

|                          |  |                       |   |
|--------------------------|--|-----------------------|---|
| <b>January 19, 2011</b>  | Class #1 - Tools and tricks for identifying measures at the organization level | <b>March 16, 2011</b> | Class #5 – Choosing the right improvement method and overview of the Benchmarking Process |
| <b>February 2, 2011</b>  | Class #2 – Identifying and measuring work processes                            | <b>March 30, 2011</b> | Class #6 – Leaning your processes   |
| <b>February 16, 2011</b> | Class #3 – Tools for tracking performance                                      | <b>April 13, 2011</b> | Class #7 – Analytic Problem Solving (DMAIC) Part 1  |
| <b>March 2, 2011</b>     | Class #4 – Identifying and prioritizing improvement opportunities              | <b>April 27, 2011</b> | Class #8 – Analytic Problem Solving (DMAIC) Part 2  |

Classes are offered every other **Wednesday from 12:30 pm-2:00 pm** beginning on January 19, 2011 in Tallahassee. Each class will be limited to 100 attendees. The cost to attend is \$25 per session or \$150 for all 8 sessions if registered and paid for in advance (a 25% discount). For more information, please click on the link below.

[http://www.floridasterling.com/traininganddevelopment\\_schedule.html#training](http://www.floridasterling.com/traininganddevelopment_schedule.html#training)

**Register Now for the 19<sup>th</sup> Annual Sterling Conference, May 31-June 3, 2011!**

**You could save \$100 if registered and paid by April 15, 2011.**

**Groups of 7 or more can save \$200 per registration, if registered and paid by March 31, 2011.**



[http://www.floridasterling.com/annualconference\\_overview.html](http://www.floridasterling.com/annualconference_overview.html)

**Make Plans to Attend the Florida Education Summit or the Florida Healthcare Symposium on May 31, 2011 at the JW Marriott Orlando Grande Lakes!**



*19th Annual Sterling Conference*

**FLORIDA'S HEALTHCARE SYMPOSIUM**

*19th Annual Sterling Conference*

**FLORIDA'S EDUCATION SUMMIT**



<http://www.floridasterling.com/florida-healthcare-symposium.php>

<http://www.floridasterling.com/florida-education-summit.php>