

Achieving a Culture of Excellence

Two Baldrige Award winning healthcare leaders will facilitate an “Action Lab” that will engage attendees on creating a culture to lead and sustain excellence. Start with your Organizational Profile, an introductory assessment tool to gain critical insights into your operating environment. Additionally, gain an understanding of the Sterling/Baldrige framework, a transformational change model for excellence used worldwide for developing high performance systems.

This facilitated event is limited to 30 organizations of executive team level (recommend 3-5 members per organization).

Session Objectives:

- Learn how high performing organizations use the Sterling/Baldrige Criteria to drive systematic improvement
- Increase skills on using the Organizational Profile to help leaders identify the most important factors for success
- Identify key success factors, “best practices,” as well as pitfalls to avoid as you start the journey
- Understand the linkage and alignment of the leadership system, strategic planning, performance improvement and innovation
- Describe the critical importance of engaging employees in the work of the organization

You will receive tools, templates, and best practice examples that will be included in your handbook and used across the day as exercises are facilitated by:

Brenda Grant, Chief Strategy Officer, Charleston Area Medical Center

Patty Skriba, VP-Learning/Organizational Effectiveness, Advocate Health Care

Marlene Yanovsky, Partner Genitect

Dr. Lillian Rivera, Administrator/Health Officer, Florida Department of Health in Miami-Dade County

8:30 – 8:00	<i>Conference Registration and Information</i>
8:00 – 9:30	<p><i>Welcome and Introductions</i></p> <ul style="list-style-type: none"> • <i>Analyze results (from attendee survey) on expectations and criteria knowledge</i> • <i>Understand the Sterling/Baldrige Criteria Framework in Plain Language</i> • <i>Leadership Systems Perspective: What is the Leader’s Role</i> • <i>Learn the benefits for your organization</i> • <i>Share stories of Sterling/Baldrige Journey from two Baldrige winners – includes key lessons learned and pitfalls along the way from a Sterling Award Recipient and two Baldrige Award Recipients</i>
9:30 – 9:45	<i>Break</i>
9:45 – 11:30	<p><i>Role of the Organizational Profile in your Performance Excellence Journey</i></p> <ul style="list-style-type: none"> • <i>Learn about the Big Five – the most important elements of the Profile</i> • <i>Apply lessons learned from two Baldrige winners on the Importance of the Organizational Profile and how it can be used to assess, promote, and brand your organization</i> • <i><u>Begin</u> development a draft Organizational Profile – Your expert insights into your operating environment</i> • <i>Apply a sample template to develop an Organizational Profile</i> <p><i>(Customers & Customer Requirements -Table exercise to develop an initial draft for your Customers – this will be reported out by the group</i></p>
11:30 – 12:30	<i>Lunch includes break</i>
12:30 – 2:00	<p><i>(Performance Improvement– What is performance improvement? What is an effective approach & methodology for performance improvement as it ties to the Organizational Profile and the Sterling/Baldrige Criteria)</i></p> <ul style="list-style-type: none"> • <i>The importance of a systematic approach to performance improvement</i> • <i>Understanding performance improvement and innovation</i> • <i>How Sterling/ Baldrige Award Recipients approach improvement and innovation</i> • <i>Defining your organizations approach to improvement and assessing effectiveness</i>
2:00 – 2:15	<i>Break</i>
2:15 – 4:30	<p><i>Do you know how your leaders really lead? Explore Key Leadership Systems and Understand why these are important to drive effective and systematic leadership</i></p> <ul style="list-style-type: none"> • <i>Understand the elements of an effective leadership and performance management approach and deployment</i> • <i>Develop a plan modeling how Baldrige winners set up these systems and identify the most important components to take back to your organization</i> <p><i>(Leadership System Approach & Methods - Table exercise outlining the elements of a high performance leadership system – reported out by the group)</i></p>
4:30 – 6:00	<i>Grand Opening of Sterling Products and Services Exposition and Networking Reception</i>