



# #We Are Sterling

Elevating organizational performance excellence.



## Healthcare Symposium- Tuesday May 28, 2019 8:00 a.m. – 4:30 p.m. Developing Leadership Systems for Excellence

The Leadership system sets the framework for effective organizational performance. Learn how to define your leadership model to gain insights into defining the values, culture and performance structure to be a high performing organization.

### Objectives:

- \*Learn how high performing organizations develop strong leadership systems to drive systematic organizational performance
- \*Increase knowledge and skills in leaders' role in defining, shaping, and maintaining desired values and culture of the organization
- \*Understand the linkage and alignment of the leadership system, with competencies, communication and performance improvement
- \*Describe the critical importance of creating an accountability system to ensure performance results
- \*Develop a leadership model as a beginning framework for the organization's journey for performance excellence

| <b>Healthcare Leadership Symposium</b> |   |
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| 7:30 – 8:00                            | <b>Dr. Susan White, Chief, Quality Management, Orlando VA Medical Center</b><br><b>Conference Registration and Information</b>  |
| 8:00 – 8:45                            | <b>Welcome and Introductions</b><br><b>Mr. Roland Martinez, Deputy Director, Office of Organizational Development,</b><br>Florida Department of Health in Broward County <ul style="list-style-type: none"> <li>• Analyze results (from attendee survey) on expectations and criteria knowledge</li> <li>• <b>Leading the Way: Creating the Organizational Leadership System (Framing the Day)</b></li> </ul>   |
| 8:45 – 10:15                           | <b>Part 1- Crafting Your Organizational Culture and Defining Values</b><br><b>Mr. Scott Kashman, Chief Acute Care Officer, Lee Memorial Health System</b><br><b>Mr. John Kueven, President, WellStar Paulding Hospital</b> <ul style="list-style-type: none"> <li>• Selecting and defining your organizational values</li> <li>• Deploying your Organizational Values</li> <li>• Utilize a value selection tool to uncover your culture (group exercise and readout)</li> </ul>   |
| 10:15 – 10:30                          | <b>Break</b>  |
| 10:30 – 12:00                          | <b>Part 2- Aligning/Selecting the Leadership Team and Ensuring Competencies</b><br><b>Mr. Roland Martinez, Deputy Director, Office of Organizational Development,</b><br>Florida Department of Health in Broward County <ul style="list-style-type: none"> <li>• Systems to evaluate your current senior leadership team alignment to values</li> <li>• System to select new senior leadership team members</li> <li>• Aligning the rest of the leadership team</li> <li>• Competencies and their relationship to values: creating your dictionary (Korn Ferry's FYI Book, DOH-Broward Competency Dictionary) (group exercise and readout)</li> </ul> |
| 12:00 – 1:00                           | <b>Lunch includes break</b>   |
| 1:00 – 2:30                            | <b>Part 3- Codifying the Means of Results Assurance and Creating an Improvement System (Performance Structure)</b><br><b>Dr. Paula Thaqi, Director, Florida Department of Health in Broward County</b> <ul style="list-style-type: none"> <li>• Accountability models: the pros and cons</li> <li>• Identify the components of accountability</li> <li>• Create an accountability system (group exercise and readout)</li> </ul>  |
| 2:30 – 2:45                            | <b>Break includes dessert</b>   |
| 2:45 – 4:15                            | <b>Final - Putting It All Together as a Leadership System</b><br><b>Mr. Roland Martinez, Deputy Director, Office of Organizational Development,</b><br>Florida Department of Health in Broward County <ul style="list-style-type: none"> <li>• Create an overall Leadership Model from the day's work</li> <li>• Identify gaps in the system that may have been missed</li> <li>• Forms of organization-wide communication (Knowledge Management)</li> <li>• Group exercise</li> </ul>  |
| 4:15 – 4:30                            | <b>Dr. Susan White, Chief, Quality Management, Orlando VA Medical Center</b><br><b>Closing and Evaluation</b>   |
| 4:30 – 6:00                            | <b>Grand Opening of Sterling Products and Services Exposition and Networking Reception</b>  |

*Nursing Contact Hours and ACHE Category II Qualified Education Credits will be provided  
for the Healthcare Symposium by the Florida Hospital Association*