

**Baldrige Sharing Day**

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| 8:30 AM - 9:00 AM | **Breakfast & Networking** | |
| 9:00 AM - 9:20 AM | **Welcome & Overview**  Sue Dunn, President/CEO | |
| 9:20 AM - 9:40 AM | **Connect to Mission**  Colleen Reed, Organ Transplant Recipient | |
| **How the Baldrige Framework Drives Performance** | | |
| 9:40 AM - 10:40 AM | **Category 2: Strategic Planning Process**  Jennifer Prinz, COO  Laura Jeffries, Director of Human Resources  Steve Selby, Director of Information Systems | |
| 10:40 AM - 10:50 AM | **Break** | |
| 10:50 AM -11:20 AM | **Category 3: Customer Focus**  Jay Ruterbories, Director of Organ Procurement  Steve Mansfield, Director of Tissue Services | **Category 5**: **Workforce Focus**  Laura Jeffries, Director of Human Resources  Andrea Smith, Director of Communications/PR |
| 11:20 AM - 11:25 AM | **Break** | |
| 11:25 AM - 11:55 AM  30 min | **Category 5**: **Workforce Focus**  Laura Jeffries, Director of Human Resources  Andrea Smith, Director of Communications/PR | **Category 3: Customer Focus**  Jay Ruterbories, Director of Organ Procurement  Steve Mansfield, Director of Tissue Services |
| 11:55 AM -1:10 PM | **Lunch**  **Schwartz Rounds: The Baldrige Journey** | |
| 1:10 PM - 1:25 PM | **Break** | |
| 1:25 PM - 1:55 PM | **Category 6**: **Operations Focus**  **Recovery Center Tour**  Grace Harcek, Director of Performance Excellence  Kim Robuck, Hospital Development Manager | **Category 1: Leadership**  Sue Dunn, President/CEO  Jennifer Prinz, COO |
| 1:55 PM - 2:25 PM | **Category 4: Measurement, Analysis, & Knowledge Management**  Steve Selby, Director of Information Systems  Niki Titsworth, Organ Recovery Manager |
| 2:25 PM - 2:40 PM | **Break** | |
| 2:40 PM - 3:10 PM | **Category 1: Leadership**  Sue Dunn, President/CEO  Jennifer Prinz, COO | **Category 6**: **Operations Focus**  **Recovery Center Tour**  Grace Harcek, Director of Performance Excellence  Kim Robuck, Hospital Development Manager |
| 3:10 PM - 3:40 PM | **Category 4: Measurement, Analysis, & Knowledge Management**  Steve Selby, Director of Information Systems  Niki Titsworth, Organ Recovery Manager |
| 3:40 PM - 3:50 PM | **Closing Remarks**  Sue Dunn, President/CEO | |
| 4:30 PM – 6:30 PM | **Social Event**  The Tavern | |