

**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, COOLaura Jeffries, Director of Human ResourcesSteve 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 ProcurementSteve Mansfield, Director of Tissue Services | **Category 5**: **Workforce Focus** Laura Jeffries, Director of Human ResourcesAndrea Smith, Director of Communications/PR |
| 11:20 AM - 11:25 AM | **Break**  |
| 11:25 AM - 11:55 AM30 min | **Category 5**: **Workforce Focus** Laura Jeffries, Director of Human ResourcesAndrea Smith, Director of Communications/PR | **Category 3: Customer Focus** Jay Ruterbories, Director of Organ ProcurementSteve 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 ExcellenceKim Robuck, Hospital Development Manager | **Category 1: Leadership**Sue Dunn, President/CEOJennifer Prinz, COO |
| 1:55 PM - 2:25 PM | **Category 4: Measurement, Analysis, & Knowledge Management**Steve Selby, Director of Information SystemsNiki Titsworth, Organ Recovery Manager |
| 2:25 PM - 2:40 PM | **Break**  |
| 2:40 PM - 3:10 PM | **Category 1: Leadership**Sue Dunn, President/CEOJennifer Prinz, COO | **Category 6**: **Operations Focus****Recovery Center Tour** Grace Harcek, Director of Performance ExcellenceKim Robuck, Hospital Development Manager |
| 3:10 PM - 3:40 PM | **Category 4: Measurement, Analysis, & Knowledge Management**Steve Selby, Director of Information SystemsNiki 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  |