

Baldrige Sharing Day Agenda – November 14, 2019

8:30 AM - 9:00 AM	Breakfast & Networking ● <i>Maroon Bells Conference Room</i>	
9:00 AM - 9:20 AM	Welcome & Overview ● <i>Maroon Bells Conference Room</i> Sue Dunn, President/CEO	
9:20 AM - 9:40 AM	Connect to Mission ● <i>Maroon Bells Conference Room</i> Dr. Colleen Reed, Organ Transplant Recipient	
9:40 AM - 10:10 AM	Category 1: Leadership ● <i>Maroon Bells Conference Room</i> Sue Dunn, President/CEO	
10:10 AM - 10:20 AM	Break	
10:20 AM - 11:20 AM	Category 2: Strategic Planning Process ● <i>Maroon Bells Conference Room</i> Jennifer Prinz, COO Laura Jeffries, Director of Human Resources Steve Selby, Director of Information Systems	
11:20 AM - 11:25 AM	Break	
Breakout Sessions	● <i>Maroon Bells Conference Room</i>	● <i>Grand Mesa/Grand Teton Conference Room</i>
11:25 AM - 11:55 AM	● 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* *Doors close - 12:10 Program 12:10-12:55 Debrief/Q&A - 12:55	● Lunch ● Schwartz Rounds: The Baldrige Journey Michael Gerusky, Director of Innovation and Process Improvement, CORE Louie Koulouriotis, Project Management Specialist, Mid-America Transplant Brenda Welsch, Director of Quality and Regulatory Affairs, LifeSource Grace Harcek, Director of Performance Excellence, Donor Alliance	
1:10 PM – 1:20 PM	Break	
1:20 PM – 1:50 PM	● 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
1:50 PM – 1:55 PM	Break	
1:55 PM – 2:25 PM	● Category 6: Operations Focus Grace Harcek, Director of Performance Excellence Cassie Hertert, Director of Learning & Development/Knowledge Management	● Category 4: Measurement, Analysis, & Knowledge Management Steve Selby, Director of Information Systems Niki Titsworth, Organ Recovery Manager
2:25 PM – 2:35 PM	Break	
2:35 PM – 3:05 PM	● Category 4: Measurement, Analysis, & Knowledge Management Steve Selby, Director of Information Systems Niki Titsworth, Organ Recovery Manager	● Category 6: Operations Focus Grace Harcek, Director of Performance Excellence Cassie Hertert, Director of Learning & Development/Knowledge Management
3:05 PM - 3:15 PM	Group #1 Walk to Recovery Center/Break	Group # 2 Break/Networking at Main Office
3:15 PM - 3:45 PM	Group #1 ● Recovery Center Tour @ 3:15-3:45	● <i>Maroon Bells Conference Room</i>
3:30 PM - 3:40 PM		Group #2 Walk to Recovery Center @ 3:30
3:45 PM - 4:15 PM	Group #1 Walk to Main Office Networking at Main Office ● <i>Maroon Bells Conference Room</i>	Group #2 ● Recovery Center Tour @ 3:45-4:15
4:30 PM – 6:30 PM	Social Event at The Tavern	