



Thank you for participating in Heartland Health’s Sharing Days, March 3 - 4, 2011, at Heartland Health, St. Joseph, Mo. We are honored to have you as our special guest and look forward to sharing best practices, practical knowledge and related results during this two-day, hands-on experience.

Day 1 – Show Me Heartland Health

7 – 7:30 a.m.	Registration and Breakfast
7:30 – 8 a.m.	Welcome Moderator – <i>Cindy Slavin, Heartland Health Baldrige Activities Coordinator</i> Mark Laney, MD, President and CEO Curt Kretzinger, Chief Operating Officer
8 – 9:15 a.m.	Show Me Leadership and Strategic Planning Mark Laney, MD, President and CEO Dirck Clark, Chief Business Development Officer
9:15 – 9:30 a.m.	Show Me Networking Break
9:30 – 10:30 a.m.	Show Me Customer and Workforce Focus Steve Wenger, Market Research and Population Health Process Leader Michael Pulido, Chief Human Resource Officer
Show Me Improving Individual Health (presentation and interactive tour)	
10:45 – 11:45 a.m.	Show Me Wellness Connections Kim McManus, Health Improvement Program Team Leader Tama Wagner, Chief Brand Officer Donna Wilson, Youth Health Coordinator
11:45 a.m. – 1 p.m.	Show Me Performance Improvements (storyboard show and tell lunch)
1 – 2 p.m.	Show Me Measurement, Analysis, Knowledge Management and Process Management Cheryl Williams, Organization Measurements Coordinator Monica Ray, Quality and Safety Process Leader
2 – 2:15 p.m.	Show Me Networking Break
Show Me Best and Safest Care	
2:15 – 3:30 p.m.	Show Me OR Smoothing/Incoming Call Strategy/Employee Quick Clinic Linda Bahrke, Community Health Improvement Solutions Administrator Lisa Michaelis, Heartland Regional Medical Center Administrator Carolyn Paden, Surgical Services Service Leader Tony Claycomb, Operating Room Team Leader Michelle Hensley, Throughput Project Manager Cheryl Daniels, Care Management Team Leader David McDonald, Corporate Health Services Team Leader
3:30 – 4:15 p.m.	Show Me Heartland Health’s Journey Curt Kretzinger, Chief Operating Officer Monica Ray, Quality and Safety Process Leader
4:15 – 5:15 p.m.	Day 1 Questions and Answers/Preview of Day 2 Adjourn



Show Me

Heartland Health

www.heartland-health.com/baldrige



Day 2 – Show Me Heartland Health

8 – 8:30 a.m.	Breakfast at Heartland Foundation
	Show Me Improving Community Health (presentation and interactive tour)
8:30 – 10 a.m.	Show Me Improving Community Health <i>Moderator – Cindy Slavin, Heartland Health Baldrige Activities Coordinator</i> Judy Sabbert, Heartland Foundation Chief Operating Officer
10 – 10:15 a.m.	Show Me Networking Break
	Show Me Breakout Sessions (hands-on knowledge sharing)
10:15 – 11:45 a.m.	Show Me Process Management <i>To power your organization to the next level, a strategic performance improvement process is critical. Learn Heartland Health’s performance improvement process from A to Z and the tools used including six key processes, indicators and support structure.</i> Lisa Michaelis, Heartland Regional Medical Center Administrator Monica Ray, Quality and Safety Process Leader OR Show Me Workforce – Performance to Recognition <i>Developing a high-performing organization starts with a solid people plan. Setting expectations and measuring workforce performance is crucial to achieving priorities. Learn how to reward and recognize those who meet and exceed expectations.</i> Michael Pulido, Chief Human Resources Officer Laney Taylor, Compensation and Benefits Manager
11:45 a.m. – 12:45 p.m.	Show Me Lunch with Leads (interactive category discussion)
	Show Me Breakout Sessions (hands-on knowledge sharing)
1 – 2:30 p.m.	Show Me Technology <i>Using technology for providing the best and safest care is just the tip of the “Health Pyramid.” Electronic Medical Records, goals, events and benefits technology support our focus on quality and safety for our patients and enhance our workforce. Join us for “out of the box” product demonstrations and interactive discussions.</i> Joe Boyce, MD, Interim Chief Information Officer and Chief Medical Information Officer Brenda Williams, Technology Services Process Leader OR Show Me Measurement <i>Are you keeping score? How do you measure up? Scorecards are a great way to measure how you are doing and always keep your goals in focus. Join the conversation and see how scorecards and measurements relate to monthly results reporting and goal setting deployment while strengthening a fully-integrated organization.</i> Cheryl Williams, Organization Measurements Coordinator
	Show Me St. Joseph (closing remarks)
2:30 – 3 p.m.	Closing, Exit Survey, Adjourn Go Back in Time – Stay and Visit Historic St. Joseph, Mo. Click here for visitor’s guide.