

INSTITUTE LEARNING OBJECTIVES:

1. Identify the characteristics and practices essential to having a culture of Performance Excellence - Accountability, Integration & Alignment (AIA).
2. Understand the processes, tools and benefits of having a culture of Performance Excellence - AIA.
3. Understand a disciplined and intentional approach to having a work culture of Performance Excellence - AIA.

*DRAFT Summer Institute
Theme:
"Achieving Performance
Excellence:
Accountability, Integration
and Alignment"*

2010 INSTITUTE METAQUESTIONS:

1. How does leadership ***promote and enable*** a culture of Performance Excellence - AIA?
2. What are the ***conditions necessary within an organization to enable*** a culture of Performance Excellence - AIA?
3. How does our ***internal leadership structure support*** a culture of Performance Excellence - AIA?
4. How do you ***incent, inspire and move toward*** having a culture of Performance Excellence - AIA?
5. How do we ***promote the teamwork and collaboration needed for work*** in a culture of Performance Excellence - AIA?
6. Ho do we ***evaluate the success*** of a culture of Performance Excellence - AIA?

Recommended Resources

Charles W. Sorensen, Julie A. Furst-Bowe, and Diane M. Moen (Eds.). (2005). Quality and Performance Excellence in Higher Education: Baldrige on Campus. Bolton, MA: Anker Publishing Company, Inc.

Adrian Gostick and Chester Elton. (2006). The Invisible Employee: Realizing the Hidden Potential in Everyone Hoboken, NJ: John Wiley & Sons, Inc.

DRAFT LEARNING AGENDA

Saturday, July 31, 2010

Meeting: 6:00 - 8:00 p.m.

CEO Sharing Session (CEOs Only) - (Sponsored by Datatel, Inc.)

Sunday, August 1, 2010

Meeting: 8:30 a.m. - 4:30 p.m.

7:30 Breakfast

8:30 Opening & Welcome ~ Focusing on Our Learning Theme John Politi, Themeweaver

"Our Quality Journey" Mike Sather, Director
Research Pharmacy Center, VA Cooperative Studies Program

General Session ~ Team Table Discussions John Politi, Themeweaver

"Journey to Performance Excellence" George Hayes, President/CEO
Medical Center of the Rockies

Noon Lunch

"Saving Lives with Baldrige" Dr. Rulon Stacey, Ph.D. FACHE, CEO/President
Poudre Valley Health System (PVHS)

General Session ~ Team Table Discussions John Politi, Themeweaver

Participant Choice Learning Partner Break-Out Sessions

A - Monfort College of Business, University of Northern Colorado (2004 Baldrige Award Recipient)

B - Poudre Valley Health System (2008 Baldrige Award Recipient)

C - Research Pharmacy Center, VA Cooperative Studies Program (2009 Baldrige Award Recipient))

D - CEO Round Table Led by Dr. Rulon Stacey, Poudre Valley Health System (CEOs Only)

4:30 TEAM TIME & DINNER ON YOUR OWN



Monday, August 2, 2010

Meeting: 8:30 - 4:30 or 5:30 p.m.

7:30 Breakfast

8:30 "Knowledge Management" Russ Branzell, Chief Information Officer, PVHS
Priscilla Nuwash, Director of Process Improvement, PVHS

Participant Choice - Learning Partner Break-Out Sessions (Round 1)

A - Monfort College of Business, University of Northern Colorado (2004 Baldrige Award Recipient)

B - Poudre Valley Health System (2008 Baldrige Award Recipient)

C - Research Pharmacy Center, VA Cooperative Studies Program (2009 Baldrige Award Winner)

Participant Choice - Learning Partner Break-Out Sessions (Round 1 Repeat +)

A - Monfort College of Business, University of Northern Colorado (2004 Baldrige Award Recipient)

B - Poudre Valley Health System (2008 Baldrige Award Recipient)

C - Research Pharmacy Center, VA Cooperative Studies Program (2009 Baldrige Award Recipient)

D - **"PERFORMANCE MEASUREMENT USING BALANCED SCORECARDS" WORKSHOP** (SEATING LIMITED)

Priscilla Nuwash, PVHS

Noon Lunch

PVHS Site Visit: Medical Center of the Rockies

Presentation and Tour

4:30 or 5:30 **Team Time & Dinner On Your Own** (Depending on Return Bus Schedules)



Tuesday, August 3, 2010

Meeting: 8:30 - 2:00 p.m.

7:30 Breakfast

8:30 **"Customer Focus" & Employee's Stories** Craig Luzinski, Chief Nursing Officer, PVHS

General Session ~ Team Table Discussions John Politi, Themeweaver

Participant Choice - Learning Partner Break-Out Sessions

Noon Lunch

"Engaging the Workforce" & Employee's Stories Patti Oakes, Vice President for Human Relations, PVHS
William Neff, Chief Medical Officer, PVHS

**"What Have We Learned?
(Insights & Sharing's from Institute Participants)** John Politi, Themeweaver

2:00 **Institute Closes**



Times & Speakers are Provided for Participant Planning Only - Some Variation May Occur in the Final Program