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| 1:00 PM - 4:00 PM | <p><b>Pre-Conference Workshop for Baldrige Beginners (Optional) Gateway Ballroom</b><br/> <b>Cindy Milrany</b>, Chief Financial Officer, <b>Freese and Nichols</b></p> |
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Tuesday September 9

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|---------------------|--|--|---|
| 7:30 AM - 8:30 AM   | <p><b>Continental Breakfast Grand Salon</b></p>  |  |   |
| 8:30 AM - 9:30 AM   | <p><b>Opening Plenary, Welcome Grand Salon ABEF</b><br/> <b>Denise Shields</b>, Chair, Board of Directors, <b>California Council for Excellence</b><br/> <b>Robert Fangmeyer</b>, Director, <b>Baldrige Program</b><br/> <b>Al Faber</b>, President and CEO, <b>Baldrige Foundation</b></p> <p><b>Plenary Session: Leadership Presentations by 2013 Award recipients Grand Salon ABEF</b><br/> <b>JoAnn Sternke</b>, Superintendent, <b>Pewaukee School District</b><br/> <b>Janet Wagner</b>, Chief Executive Officer, <b>Sutter Davis Hospital</b></p> |  |   |
| 9:30 AM - 9:45 AM   | <p><b>Networking Break Grand Foyer</b></p>   |  |   |
|                     | Gateway Ballroom   | Grand Salon D  | Grand Salon C   |
| 9:45 AM - 10:30 AM  | <p><b>Aligning Strategic Vision to Accelerate Workforce Performance</b><br/> <b>Allison Viramontes</b><br/>                 Chief Financial Officer<br/> <b>Sutter Davis Hospital</b></p>  | <p><b>The Benefits of an Engaged Workforce</b><br/> <b>Kenen Nelson</b><br/>                 Santa Barbara Site Director<br/> <b>Lockheed Martin MFC</b></p>   | <p><b>Building a Mission Driven Culture</b><br/> <b>Jim Huismann</b><br/>                 Board of Education President<br/> <b>JoAnn Sternke</b><br/>                 Superintendent<br/> <b>Pewaukee School District</b></p>   |
| 10:45 AM - 11:30 AM | <p><b>Loyalty Through Experience</b><br/> <b>Carolyn Campos</b><br/>                 Birthing Center Nurse Manager<br/> <b>Sutter Davis Hospital</b></p>   | <p><b>Maintaining Long-Term Employee Relationships</b><br/> <b>Cindy Milrany</b><br/>                 Chief Financial Officer<br/> <b>Freese and Nichols</b></p>   | <p><b>Integrating the Whole Shebang! (Baldrige, ISO, WIGs...)</b><br/> <b>Julia Vertrees</b>, Associate Center Director - Quality Assurance<br/> <b>Jan Hickey</b><br/>                 Chief, Clinical Manufacturing<br/> <b>VA Pharmacy Center</b></p>  |
| 11:45 AM - 12:30 PM | <p><b>Leveraging Technology for Knowledge Management</b><br/> <b>Amy Pugh</b><br/>                 Director of Information &amp; Technology<br/> <b>Randy Daul</b><br/>                 Principal<br/> <b>Pewaukee School District</b></p>   | <p><b>Developing a Culture of Accountability</b><br/> <b>Ken Schiller</b><br/>                 Owner<br/> <b>Allyson Young</b><br/>                 HR and Brand Director<br/> <b>K&amp;N Management</b></p>   | <p><b>Process Measures for Day-to-Day Operations that Lead to Quality Outcomes</b><br/> <b>Shawn Evans</b><br/>                 VP of Performance Excellence<br/> <b>Poudre Valley Health System</b></p>  |
| 12:30 PM - 1:30 PM  | <p><b>Lunch Grand Salon ABEF</b></p>   |  |   |
| 1:30 PM - 2:15 PM   | <p><b>Building a Culture of Workforce Engagement</b><br/> <b>Dena Cervantes</b><br/>                 RN, Birthing Center<br/> <b>Sutter Davis Hospital</b></p>   | <p><b>Closing the Knowing-Doing Gap</b><br/> <b>Craig Deao</b><br/>                 Senior Leader<br/> <b>Studer Group</b></p>   | <p><b>Leveraging Discipline &amp; Productive Paranoia to Create a Comprehensive Institutional Measurement System</b><br/> <b>Bao Huynh</b><br/>                 Director, Institutional Effectiveness<br/> <b>Richland College</b></p>  |
| 2:15 PM - 2:30 PM   | <p><b>Break Grand Salon Foyer</b></p>  |  |   |
| 2:30 PM - 3:15 PM   | <p><b>Operations Focus</b><br/> <b>John Gahan</b><br/>                 Chief Financial Officer<br/> <b>Randy Daul</b><br/>                 Principal<br/> <b>Pewaukee School District</b></p>  | <p><b>Measurement, Analysis, and Knowledge Management</b><br/> <b>David Horton</b><br/>                 Assistant Medical Group Administrator<br/>                 Primary Care Services<br/> <b>Kaiser Permanente San Diego</b><br/>                 California State Award Recipient</p> | <p><b>Workforce Development: SCF's Unique Approach to Onboarding and Ongoing Learning and Development for Employees</b><br/> <b>Elizabeth Martz</b><br/>                 Manager, Development Center<br/> <b>Brenda Metrokin</b><br/>                 Trainer<br/> <b>Southcentral Foundation</b></p> |
| 3:30 PM - 4:00 PM   | <p><b>What Are You Willing to Do for Excellence?, Ken Schiller</b>, Owner, <b>K&amp;N Management Grand Salon ABEF</b></p>  |  |   |