

IMEC Conference on Enterprise Excellence

Presented by **ACHE**

March 27, 2019

8:00am – 8:30am	Registration & Networking Atrium	
8:30am – 8:35am	Welcome Auditorium	IMEC⁺ David Boulay, President
8:35am – 10:20am	Creating a High-Performing Local Government through Operational Excellence & Innovation	City of Fort Collins, Colorado[*] Michael Beckstead, Chief Financial Officer
	A Journey to Excellence: How an East Tennessee Electric Company Became a National Role Model	Bristol Tennessee Essential Services[*] — Bristol, TN Leslie Blevins, Public Relations & Communications Manager
	A Stellar Baldrige Journey: Actually We Are Rocket Scientists!	Stellar Solutions[*] — Palo Alto, CA Betsy J. Pimentel, Vice President of Defense Programs
10:20am – 10:40am	Break & Networking Atrium	
10:40am – 11:20am	IMRF's Journey of Excellence: Developing a Baldrige Culture within a Challenging Environment	Illinois Municipal Retirement Fund (IMRF)⁺ — Oak Brook Brian Collins, Executive Director Dan Duquette, Deputy Executive Director
	An Independent Community Hospital that Defies the Odds	Saint Anthony Hospital of Chicago⁺ Dr. Eden Takhsh, Chief Quality Officer
11:30am – 12:05pm	Session 1A Auditorium External Feedback for Your Organization: The Work of Examiners Panel Moderated by Ben Krupowicz, Executive Director, IMEC Recognition Program	Candelaria Alcat , Chicago Southwest Development Corp. Rob Humrickhouse , Healthcare Consultant Joe Kunzer , Walgreens/Randstad Technologies Tom Muszynski , Leidos Dawn Seputis , IMRF
	Session 1B Room 260 Driving Performance in Illinois Healthcare	Illinois Health & Hospital Association (IHA) — Chicago Mark Deaton, Senior Counsel
12:05pm – 1:05pm	Networking Luncheon Celebration of 2018 ILPEX Awards for Excellence, presented by IMEC Room 101	Bronze Awards for Commitment to Excellence <ul style="list-style-type: none"> › HSHS St. Anthony's Memorial Hospital - Effingham › Meridian CUSD #223 - Stillman Valley Interest in Excellence Awards <ul style="list-style-type: none"> › Alternatives - Moline › Graycor Construction Company - Oakbrook Terrace › NormaLeah Ovarian Cancer Initiative - Rock Island › QCAIR - Davenport, IA › River Bend Foodbank - Davenport, IA › Watchfire Signs - Danville

1:10pm – 1:50pm	Keynote Address Auditorium Essential Leadership: Inspiring Culture, Strategy, Execution, & Evolution	Integrated Project Management Co, Inc. * + — Burr Ridge C. Richard Panico, Founder, President & CEO
2:00pm – 2:35pm	Session 3A Auditorium Sustaining your Lean Transformation Journey – An Organizational Engagement Strategy	Mary Greeley Medical Center + — Ames, IA Ron Smith, Manager, Performance Improvement & Lean Facilitation
	Session 3B Room 260 Partnerships: The Key to Sustainable Growth	Pioneer Service Inc. — Addison Aneesa Muthana, President
2:35pm – 2:55pm	Break & Networking Atrium	
2:55pm – 3:30pm	Session 4A Auditorium Excellence & Systems Perspective at ACHE	American College of Healthcare Executives (ACHE) + — Chicago Craig Thompson, Director of Performance Excellence Michael Cunningham, Vice President of Publications & Director of Health Administration Press
	Session 4B Room 260 Turning Customers into Advocates: Get More Referrals, More Sales, & Longer Relationships	@revenue — Chicago Marie Hale, Co-Founder & CEO
3:40pm – 4:20pm	Panel Discussion Auditorium The Journey: Impacts, Results, ROI & Other Outcomes Moderated by Joe Kilbride, Kilbride Consulting, Inc. & Judge, IMEC Recognition Program	American College of Healthcare Executives + Bristol Tennessee Essential Services * City of Fort Collins * Integrated Project Management Co, Inc. * + Mary Greeley Medical Center +
4:25pm – 4:30pm	Closing Remarks	IMEC + Ben Krupowicz, Executive Director, IMEC Recognition Program

* Baldrige National Quality Award recipient

+ State Performance Excellence Award recipient

