



2020 IMEC Conference on Enterprise Excellence

Presented by ACHE

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8:30am – 8:40am	Welcome to the 2020 IMEC Conference on Enterprise Excellence David Boulay, IMEC <i>Auditorium</i>		
8:40am – 9:20am	<u>Keynote Address: A Story of Grit & Grace</u> Lindel Fields, Tri-County Tech (2018 National Baldrige Award Recipient) <i>Auditorium</i>		
Breakout Round 1 9:30am – 10:15am	<u>1A: Signal from Noise: Understanding What Your Customers Want</u> Leslie Athey, ACHE <i>Auditorium</i>	<u>1B: Strategy for Community Engagement</u> Theresa Rutherford & Mike Janis, HSHS St. Anthony’s Memorial Hospital <i>Room 260</i>	<u>1C: Why Baldrige? In Support of the Pursuit of Excellence</u> Joe Kilbride, Kilbride Consulting, Inc. <i>Room 261</i>
10:15am – 10:35am	Networking Break <i>Atrium</i>		
Breakout Round 2 10:35am – 11:20am	<u>2A: Vision is the Spark, Culture is the Flame</u> Lindel Fields, Tri-County Tech <i>Auditorium</i>	<u>2B: Creating a Different Future for the Department: Transforming Culture, Pursuing Excellence & Achieving Customer Loyalty</u> Dave Fox, Advocate Good Samaritan Hospital (retired) (2010 National Baldrige Award Recipient) <i>Room 260</i>	<u>2C: Benchmarking: Finding Useful Comparisons for your Most Meaningful Measures</u> Craig Thompson, ACHE <i>Room 261</i>
11:30am – 12:15pm	Networking Lunch <i>Room 101</i>		
12:15pm – 1:15pm	<u>Keynote Address: How to Create an Awesome Workplace</u> Lisa Walden, Good Company Consulting <i>Auditorium</i>		
1:15pm – 2:00pm	Industry Cross-Talk: Creating a Culture to Retain a Strong Team Cara Bannon, Director of Human Resources Illinois Municipal Retirement Fund (2019 National Baldrige Award Recipient) Deb Benning, Chief Relationship Officer Ace Metal Crafts Dr. PJ Caposey, Superintendent Meridian School District #223 Jim Carr, President CARR Machine & Tool Linda Deering Dean, President /CEO (retired) Advocate Sherman Hospital Moderator: Maria Moran, Regional Manager IMEC <i>Auditorium</i>		

<p>Breakout Round 3 2:10pm – 2:50pm</p>	<p><u>3A: From Vision to Realization: Business Planning to Win and Keep Winning</u> C. Richard Panico, Integrated Project Management, Inc. (2018 National Baldrige Award Recipient) <i>Auditorium</i></p>	<p><u>3B: Sustained Sales Growth – Do More with Less in an Online World</u> Parin Mody, StratMarketing Group <i>Room 260</i></p>	<p><u>3C: Lessons Learned from Employee Engagement Surveys</u> Ashley Beaudoin, IMEC <i>Room 261</i></p>
<p>2:50pm – 3:10pm</p>	<p>Networking Break <i>Atrium</i></p>		
<p>Breakout Round 4 3:10pm – 3:55pm</p>	<p><u>4A: “I can make a difference. Put me in a position to prove it.” Impact of Workplace Productivity on Continuous Improvement</u> Jeff Johnson, LMI Chicago <i>Auditorium</i></p>	<p><u>4B: Run, Don't Walk to High Reliability</u> Pattie Skriba, Advocate Good Samaritan Hospital (retired) (2010 National Baldrige Award Recipient) <i>Room 260</i></p>	<p><u>4C: Future of Work. Empowering the Workforce with Knowledge Management</u> Eric Marotta, Salesforce <i>Room 261</i></p>
<p>4:00pm – 4:40pm</p>	<p>Panel: Disciplined Approaches to Improvement and Innovation Julia Clark, PhD, MPH, Associate Director Navigant Marcia Erickson, Certified Business Coach ActionCOACH Business Coaching Kathy Goerdt, Organizational Excellence Officer Illinois Municipal Retirement Fund (2019 National Baldrige Award Recipient) <i>Moderator: Craig Thompson, Director of Performance Excellence American College of Healthcare Executives</i> <i>Auditorium</i></p>		
<p>4:40pm – 4:45pm</p>	<p>Closing IMEC <i>Auditorium</i></p>		
<p>4:45pm – 6:00pm</p>	<p>Celebration of Excellence: Presentation of IMEC Awards for Excellence <i>Includes Networking Reception</i></p> <p>2019 IMEC Silver Award for Excellence Advocate Sherman Hospital – Elgin HSHS St. Anthony’s Memorial Hospital – Effingham Saint Anthony Hospital – Chicago</p> <p>2019 IMEC Bronze Award for Excellence ACCIONA North American Energy (AENA) – Chicago Community Consolidated School District 93 – Bloomingdale</p> <p>2019 Focus on Excellence Alternatives (for the Older Adult, Inc.) - Quad Cities</p> <p>2019 Interest in Excellence HAVlife Foundation – Quad Cities Pioneer Service – Addison Southern Illinois University Carbondale, School of Applied Engineering & Technology</p> <p><i>Room 101</i></p> 		