



**Pre-Conference**  
**Tuesday, April 21, 2020**

12:30pm – 1:00pm	Registration and Networking
1:00pm – 3:00pm	<b>Visualizing Insightful Possibilities to Make Work Better: An Introduction to Baldrige</b> Pre-Conference Workshop <i>Mike Gratz &amp; Dave Brucks</i>
3:00pm – 3:15pm	Break
3:15pm – 5:00pm	Pre-Con Continued

**Conference Schedule Continues on Next Page!**

**April 22, 2020 -- PENworks 2020**

7:00am – 8:15am	<b>Registration, Breakfast and Networking</b>					
8:15am – 8:30am	<b>Welcome and Opening Comments</b>					
8:30am – 9:30am	<b>Creating an Elite Culture</b> <i>Coach PJ Fleck, Head Coach, Minnesota Gophers Football Team</i>					
9:30am – 9:45am	Break & Transition					
<b>Rooms</b>	<b>Anoka</b>	<b>Owatonna</b>	<b>Isanti 1</b>	<b>Isanti 2</b>	<b>Isanti 3</b>	<b>Minnetonka</b>
9:45am – 10:45am	<b>Intensive Session</b> <b>Lego Game: Learning the Power of Lean Methodology</b> <i>Edwin Boon</i>	<b>Leading in 2020 Tabletop-Servant Leadership</b> Mankato Clinic <i>Dan Hart, Taylor Wilfahrt and Sara Rienhardt</i>	<b>Using a Weekly Direction Setting Process to Improve Organizational Performance</b> General Mills <i>Dan Maus</i>	<b>How One State Agency Harnessed Collaboration to Integrate Performance Excellence</b> MN Pollution Control <i>Kimberly Nuckles and Andrew Elbert</i>	<b>Moving from Help Wanted to Growing Your Own: Addressing a Key Strategic Challenge</b> Austin Public Schools <i>John Alberts &amp; Mark Raymond</i>	<b>Students First: A Culture of Listening, Learning and Improving</b> Alamo Colleges District <i>Deborah Gaitan</i>
10:45am – 11:00am	Break & Transition					
11:00am – 12:00pm		<b>Communities of Excellence Case Study – Excelsior Springs, MO</b> <i>Stephanie Norling Kim Halfill</i>	<b>Cirrus (Invited)</b>	<b>Inclusion: It Doesn't Happen by Accident</b> Rochester Public Library <i>Audrey Betcher</i>	<b>Walden University: An Incremental Baldrige Journey</b> Walden University <i>Dr. Marilyn Powell</i>	<b>Sustaining Your PI Journey – An Organizational Engagement Strategy</b> Mary Greeley Medical Center <i>Karen Rosser</i>
12:00pm – 1:00pm	Lunch					
1:00pm – 1:30pm	<b>Mary Greenley's Baldrige Journey</b> <i>Mary Greeley Medical Center, Brian Dieter, CEO</i>					
1:30pm – 1:45pm	Break & Transition					
1:45pm – 2:45pm	<b>Intensive Session</b> <b>Create a Culture of Productivity Starting from the Top</b> <i>Jan Lehman</i>	<b>Employee Engagement: Our People are our Success</b> Black River Falls Memorial Hospital <i>Mary Beth White-Jacobs</i>	<b>Ecolab (Invited)</b>	<b>Co-Creating Government</b> Hennepin County <i>Amy Schrempp</i>	<b>Title Coming</b> University of Minnesota Rochester <i>Lori Carrell</i>	<b>Creating our Future through Passionate Execution</b> Adventist Health White Memorial <i>Mara Bryant</i>
2:45pm – 3:00pm	Break & Transition					
3:00pm – 4:00pm		<b>Performance Management Using Design Thinking</b> Children's Minnesota <i>Phil Zeccardi</i>	<b>The Science of Inclusion: Promoting Employee Wellness</b> 3M <i>Dr. Oyebode Taiwo</i>	<b>Constellation Insurance (Invited)</b>	<b>Beating the Odds: Getting Results During Trying Times</b> Chippewa Falls Area Unified School District <i>Dr. Heidi Eliopoulos</i>	<b>Nurturing Customer Relationships at IMRF</b> Illinois Mutual Retirement Fund <i>Dawn Seputis</i>
4:00pm – 4:15pm	Break & Transition					
4:15pm – 5:00pm	<b>Beyond Grit: Powerful Practices to Gain the High Performance Edge</b> <i>Dr. Cindra Kamphoff</i>					

5:00pm – 6:30pm	Happy Hour
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**Thursday, April 23, 2020**

8:00am – 8:30am	Registration, Breakfast and Networking				
8:30am – 9:00am	<b>Alamo College Journey to Excellence</b> Alamo Colleges District. <i>Dr. Mecca Salahuddin</i>				
9:00am – 9:15am	Break & Transition				
<b>Rooms</b>	<b>Minnetonka</b>	<b>Owatonna</b>	<b>Isanti 1</b>	<b>Isanti 2</b>	<b>Isanti 3</b>
9:15am – 10:15am	<b>Investing in the Future</b> Cradle to Career <i>Julie Brock</i>	<b>Food Waste: Economic Value, Environmental Benefit and Food Insecurity Impact</b> Second Harvest Heartland <i>Thierry Ibri, COO</i>	<b>How a Non-Profit Center Increases the Capacity &amp; Effectiveness in Southern MN</b> Shared Spaces <i>Nancy Zallek</i>	<b>Whitewashing the Fence: How a Group of Volunteers are Changing a University &amp; Community</b> South Dakota School of Mines <i>Joseph Wright</i>	<b>Intensive Session</b> <b>How Goodness Pays for your Culture &amp; Financial Results</b> <i>Paul Hillen</i>
10:15am – 10:30am	Break & Transition				
10:30am – 11:30am	<b>Roundtables</b> MFG ( <i>Minnetonka 1</i> ) Service ( <i>Minnetonka 2</i> )	<b>Roundtables</b> Education ( <i>Owatonna 1</i> ) Non-Profit ( <i>Owatonna 2</i> )	<b>Roundtable</b> Healthcare	<b>Roundtable</b> Government	
11:30am – 12:00pm	<b>IMRF's Journey of Excellence</b> Illinois Mutual Retirement Fund, <i>Brian Collins, CEO</i>				
12:00pm – 1:00pm	Lunch				
1:00pm – 1:30pm	Governor Invited – MN/SD Quality Awards				
1:30pm – 2:00pm	<b>Thriving in East Los Angeles</b> Adventist Health White Memorial, <i>Mara Bryant, SVP</i>				
2:00pm – 2:15pm	Break & Transition				
2:15pm – 3:00pm	<b>Danger Boat's Improv Conference Recap</b> Theatre for Public Policy				
3:00pm – 3:15pm	Closing Comments				

**Post Conference**

**Friday, April 24**

8:00am – 8:30am	Registration, Breakfast and Networking
8:30am – 10:00am	<b>Employee Engagement: We Know It's Important - Category 5 Says So. But HOW do we do it?</b> Post Conference Workshop <i>JoAnn Sternke</i>
10:00am – 10:15am	Break
10:15am – 12:30pm	Post-Con Continued

**April 22**

**8:30am – 9:30am**

**Session Type:** Keynote

**Session Title:** Creating a Culture of Winners

**Presenter:** Coach PJ Fleck

**Room:** Waconia Ballroom

**Presentation Overview:** *Coming*

**Presenter Bio:** *Coming*

**9:45am – 10:45am**

**Session Type:** Intensive

**Session Title:** Lego Game: Learning the Power of Lean Methodology

**Organization:** Lean Six Sigma Company

**Presenter:** Edwin Boon

**Room:** Anoka

**Presentation Overview:** The Lego game is developed by The Lean Six Sigma Company. The game simulation design is proprietary and unique. The design principles are unparalleled in the world and integrated in the Lean curriculum of The Lean Six Sigma Company. More than 4,000 companies and 25,000+ students across the globe have enjoyed learning Lean Thinking in this fun and highly interactive simulation game.

Within 90 minutes students will learn what Lean can do for their organization unlike no other teaching method can.

The learning objectives are as follows:

- Experience and learn the application of the Lean process improvement methodology
- Practice applying some of the Lean tools to a real process
- Provide a hands-on demonstration of the power of Lean
- Immediately learn how to apply Lean Thinking to your own process

**Presenter Bio:** Edwin Boon is the CEO of The Lean Six Sigma Company in the USA. He is a certified Master Black Belt by GE. He is also a former CEO of Hertz in Europe and a VP of Lean Six Sigma & Customer Experience at Sleep Number in the USA.

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**Session Type:** Breakout

**Session Title:** Leading in 2020 Tabletop-Servant Leadership

**Organization:** Mankato Clinic

**Presenters:** Dan Hart, Taylor Wilfahrt, Sara Reinhardt

**Room:** Owatonna

**Presentation Overview:** Servant leadership is a powerhouse leadership style that will transform your culture and impact your bottom line. But being a servant leader doesn't mean you're nice (or weak). It means that you make a conscious choice to serve first - to focus on the needs of your people, helping them to grow and success. And there's a process for effective servant leadership.

The Performance Excellence Network is pleased to welcome Dan Hart, RN, Director of Diagnostic Imaging and Physical Therapy, Sara Rienhardt Manager of Patient Services, Nuclear Medicine, and MRI, Taylor Wilfahrt Front Desk Lead/Patient Services Representative with the Mankato Clinic, for a discussion: "**Servant Leadership.**"

Mankato Clinic has adopted the servant leadership concepts formally since October 2017. The team will initially review the concept of Servant Leadership and how this style of leadership was implemented within their organization. Mankato Clinic looked at this change to maintain high employee engagement levels and to improve patient satisfaction. Mankato Clinic employees were acknowledged for being in the top 2% nationally of all Press Ganey organizations for employee engagement.

The Servant Leadership concept is one you can implement into your individual leadership style and organization. You will be invited to complete a self-assessment to understand your leadership. During our session, you will be able to network and explore your leadership style, based on the concepts of Ken Blanchard's book titled the "The Secret." Maybe even share a few fishing stories!

**Presenter Bios:** Dan Hart RN/Paramedic is Director of Diagnostic Imaging and Physical Therapy with the Mankato Clinic. Dan has worked in Healthcare for 25 years.

Dan became certified as an EMT in high school and continued to pursue this fantastic industry of healthcare. Dan has an AAS degree- Paramedic from Century Community College, AAS degree-Registered Nurse from Riverland Community College, and Bachelors in Business Management from Rasmussen College. Dan has worked in the pre-hospital setting as a Paramedic covering 911 call response and critical care ground transport, inpatient Intensive Care setting as a Registered Nurse, and outpatient clinic setting leadership role past 17 years. Dan is also the administrator of a social media process improvement group called "Process Improvement in Healthcare" on LinkedIn. Dan is currently a local advisory board member with performance excellence network (PEN) in Mankato that started in 2018. Dan is also currently an executive committee member with South Central Healthcare Coalition Advisory for Southwest Minnesota. This executive committee is made up of members from law enforcement, EMS, Hospital, Clinic, and public health representing the 11 counties in southwest Minnesota. This executive team helps with decisions needed for regional disaster planning.

Certification include: BLS, ACLS, & PALS, Mental Health First Aid, and Disaster certified in NIMS 100, 200, 700. Also always interested in hearing a great fishing story!

**Sara Rienhardt:** Manages Patient Services/MRI/Nuclear Medicine

**Taylor Wilfahrt:** Pediatric Therapy Services Front Desk Office Lead/Patient Services Representative

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**Session Type:** Breakout

**Session Title:** Using Weekly Direction Setting Process to Improve Organizational Performance

**Organization:** General Mills

**Presenter:** Dan Maus

**Room:** Isanti 1

**Presentation Overview:** Using a Weekly Direction Setting Process to Improve Organizational Performance

In order to deliver ongoing results, every team should have a systematic process to manage weekly operations in support of overall organizational performance goals. This process should include the use of metrics which cascade from front line operations through senior leadership and align to organizational performance

goals. In addition, there must be a process to analyze the data and a forum to discuss metrics that are off track in order to align on actions and decisions necessary to hit measurable targets in the upcoming week(s). It is imperative that the team embraces principles focused on meeting efficiency and effectiveness.

In this session you will learn the critical elements of a weekly direction setting process and how to build this process for teams within your organization. You will have the opportunity to build elements of this process for one or more teams in your organization during the session.

**Presenter Bio:** Dan developed his passion for continuous improvement at an early age. He grew up as a child of a dairy farmer in central Minnesota where he was always looking to be more efficient and to make the work less labor intensive. He took this interest to improving things to the University of Minnesota where he graduated with a Bachelors degree in Mechanical Engineering. He began his career with General Mills, Inc. as a Machine Design Engineer in 1992 focused on redesigning equipment to improve its effectiveness. This was the start of his continuous improvement career which included positions in 4 GMI factories as a Systems Engineer, Equipment Reliability Engineer, and Maintenance/Reliability Manager. Dan then moved into a corporate role where he used his manufacturing knowledge as the liaison for GMI's manufacturing information system to improve how they capture and report data and information for shiftly, daily, and weekly operations management. This role was followed by 6+ years as a manufacturing CI Consultant supporting improvement across numerous North America factories while also making stops around the globe. During the past 7+ years Dan has been supporting process improvement for the GMI North America Retail business teams. Most recently Dan has had led an effort to standardize how supply chain partners with the business teams in their use of data and analytics to make timely business decisions.

Dan has enjoyed raising 3 children with his wife Anne, the last of which will be starting college this fall. He has volunteered countless hours for school activities including judging speech tournaments. He is a board member for the MN Vortex Girls Fastpitch Club for which he is also a tournament director each summer. Recently Dan has been facilitating the Board of Directors at Launch Ministry in Chaska, MN through the development of their strategic plan. In the past he has been a council member at his church and was a led a political campaign committee. Dan enjoys running and biking to stay healthy. Dan developed his passion for continuous improvement at an early age. He grew up as a child of a dairy farmer in central Minnesota where he was always looking to be more efficient and to make the work less labor intensive. He took this interest to improving things to the University of Minnesota where he graduated with a Bachelors degree in Mechanical Engineering. He began his career with General Mills, Inc. as a Machine Design Engineer in 1992 focused on redesigning equipment to improve its effectiveness. This was the start of his continuous improvement career which included positions in 4 GMI factories as a Systems Engineer, Equipment Reliability Engineer, and Maintenance/Reliability Manager. Dan then moved into a corporate role where he used his manufacturing knowledge as the liaison for GMI's manufacturing information system to improve how they capture and report data and information for shiftly, daily, and weekly operations management. This role was followed by 6+ years as a manufacturing CI Consultant supporting improvement across numerous North America factories while also making stops around the globe. During the past 7+ years Dan has been supporting process improvement for the GMI North America Retail business teams. Most recently Dan has had led an effort to standardize how supply chain partners with the business teams in their use of data and analytics to make timely business decisions.

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**Session Type:** Breakout

**Session Title:** How One State Agency Harnessed Collaboration to Integrate Performance Excellence

**Organization:** Minnesota Pollution Control

**Presenters:** Kimberly Nuckles and Andrew Elbert

**Room:** Isanti 2

**Presentation Overview:** The Minnesota Pollution Control Agency (MPCA) submitted its second Baldrige application in November 2019. That achievement was largely due-to, but also in spite-of, its strong collaborative culture. Hear lessons-learned about how this government agency continued their Baldrige journey in the face of changing leadership, a desire for collaborative input and buy-in from every level of the organization and competing priorities.

**Presenter Bios:** Kimberly Nuckles is the Baldrige Project Manager for the MN Pollution Control Agency. She has been with the Agency for 14 years. She holds a M.A. in organizational leadership from Concordia University - St Paul and a B.A in political science from the University of MN - Twin Cities. Her areas of specialty include program management, leadership training, writing, and community outreach. In her free time, she enjoys writing motivational and career-focused blog posts for GovLoop and Thrive Global.

Andrew Elbert is the Supervisor of the Organizational Improvement Unit at the Minnesota Pollution Control Agency, where he has been with the agency with 6 years. He holds an MPA from Hamline University and a BA from the University of North Dakota. His work areas include continuous improvement, organization development, leadership training and project management. He lives in the west metro with his wife and 4 children. Outside of work, he is involved with his local School Board, coaching his children's activities and volunteering with local non-profits.

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**Session Type:** Breakout

**Session Title:** Moving from Help Wanted to Growing Your Own: Addressing a Key Strategic Challenge

**Organization:** Austin Public Schools

**Presenter:** John Alberts and Mark Raymond

**Room:** Isanti 3

**Presentation Overview:** *Coming*

**Presenter Bio:** *Coming*

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**Session Type:** Breakout

**Session Title:** Students First: A Culture of Listening, Learning and Improving

**Organization:** Alamo Colleges

**Presenter:** Deborah Galtan

**Room:** Minnetonka

**Presentation Overview:** This session will provide participants an opportunity to learn about the key processes we use to listen to and learn from our key stakeholders: students. Our key listening methods and improvement tools drives organizational excellence and assure we are meeting our mission of "empowering our diverse communities for success".

**Presenter Bio:** Ms. Debi Gaitan, Northwest Vista College Vice President for Student Success, has more than twenty-five years of experience in higher education in the area of student services that includes admission, advising, student life and development, disability services, counseling, veteran's affairs and judicial affairs. She has worked at Northwest Vista College (NVC) since 1998 in various positions that included the Associate Director of Admissions and Records, Director of Student Life, Director of Advising, Dean of Student Success and Vice President for Student Success.

Ms. Gaitan is a dedicated advocate for community college students and works diligently to partner in their educational success. She has made it her life work to promote higher education and to provide the best environment for students to flourish and discover their passion for learning. During her years at NVC, college enrollment surged from 200 students to over 17,000. She has helped develop the college's culture of student focus, respect, collaboration and joy. As a result, NVC ranks among the best community colleges to include the Texas Award for Performance Excellence (TAPE) in 2007, special recognition by the Malcolm Baldrige National Quality Award for best practices in Leadership and Customer Focus (2012), and the 2015 BestColleges.com NVC number two ranking in Texas among community colleges for enrollment, retention, graduation, and the success of graduates. Ms. Gaitan was also instrumental in spearheading the college's reaffirmation of accreditation efforts with the Southern Association of Colleges and Schools Commission on colleges.

Prior to joining Northwest Vista College, Ms. Gaitan worked for two non-profit educational organizations in San Antonio where she helped young men and women overcome educational barriers. She began her work in higher education at Our Lady of the Lake University where she served as a recruiter, advisor and associate director. Ms. Gaitan attended St. Philip's College, Texas Tech University, the University of Texas at San Antonio and Our Lady of the Lake University. She holds a bachelor's degree in sociology and a master's degree in human sciences. She is also the recipient of several awards and recognitions to include All American First Team athlete, Excellence in Teaching, and Trusted Leader Award.

In her spare time, you can find her cheering on the San Antonio Spurs with her husband of more than 30 years and their three children, who all have degrees from Northwest Vista College.

**11:00am – 12:00 pm**

**Session Type:** Breakout

**Session Title:** Communities of Excellence Case Study

**Organization:** Communities of Excellence and Excelsior Springs, MO

**Presenter:** Stephanie Norling, Kim Halfhill, and Morgan McGovern

**Room:** Owatonna

**Presentation Overview:** *Coming*

**Presenter Bio:** *Coming*

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**Session Type:** Breakout

**Session Title:**

**Organization:** Cirrus Invited

**Presenter:**

**Room:** Isanti 1

**Presentation Overview:**

**Presenter Bio:**

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**Session Type:** Breakout

**Session Title:** Inclusion: It Doesn't Happen by Accident

**Organization:** Rochester Public Library

**Presenter:** Audrey Betcher

**Room:** Isanti 2

**Presentation Overview:** At the Rochester Public Library we've been working to become a welcoming place for every member of the community. But we've learned that we can't be the welcoming place we want to be without taking a hard look at ourselves and dealing with some difficult truths.

Audrey Betcher, Director, will share their journey. You will have practical takeaways on what you can do to create equity champions and create better outcomes for all community members.

**Presenter Bio:** Audrey Betcher has been with the Rochester Public Library since 1996 and was named director in 2000. Prior to working at RPL, Audrey managed a computer system for public and school libraries in southeastern Minnesota. She also worked for a library automation vendor in St. Louis. She is a



graduate of St. Catherine's University and holds her Masters of Library Science from the University of Missouri – Columbia. She is involved in the community through volunteering: Rotary, Cradle to Career Leadership Table, Ready to Lead Leadership Team, and Rochester Reading Champions tutor.

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**Session Type:** Breakout

**Session Title:** Walden University: An Incremental Baldrige Journey

**Organization:** Walden University

**Presenter:** Dr. Marilyn Powell

**Room:** Isanti 3

**Presentation Overview:** Walden University's Baldrige journey began in 2012 with the implementation of a Baldrige-based cocurricular review process using the Baldrige Excellence Framework. The Baldrige journey accelerated in 2017 when Walden participated in a pilot project with the Accreditation Council for Business Schools and Programs (ACBSP). ACBSP created a program called Accreditation Next, which uses the Baldrige Excellence Framework in an application process to recognize institutions for going beyond standard accreditation. In 2019, Walden's School of Management was the first to earn this distinction through ACBSP.

**Presenter Bio:** Marilyn joined Walden University in 2008 and was named one of three Vice Provosts in 2018 after serving as dean of the school of psychology and program director for the Ph.D. in psychology, counseling psychology specialization. Her areas in the university include the Richard W. Riley College of Education and Leadership, the College of Management and Technology, the Center for Faculty Excellence, the Center for Social Change, and the Office of Institutional Research and Assessment. Marilyn leads collaboratively with university, college, and school leaders to innovate and implement online and blended learning options for working adults, and ensuring academic quality, financial viability, student success, and faculty satisfaction. As part of the senior leadership team at Walden, she helps craft, refine, implement and evaluate short and longer-range plans for the university, focused on broad access to higher education. Prior to her academic career, Marilyn worked in nonprofit behavioral health settings, developing, leading and funding successful social programs serving marginalized populations. A licensed psychologist for 20 years specializing in couples' therapy, post-traumatic and other anxiety conditions, Marilyn holds a Ph.D. in counseling psychology from the University of Kansas. She also earned a post-doctoral certificate in management from Walden University. Most recently, Marilyn was admitted to the 2019-2020 class of the Baldrige Executive Fellows program which concludes in March of this year.

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**Session Type:** Breakout

**Session Title:** Sustaining Your PI Journey – an Organizational Engagement Strategy

**Organization:** Mary Greeley Medical Center

**Presenter:** Karen Rosser

**Room:** Minnetonka

**Presentation Overview:** The session will be an overview of how we engaged 1400 employees on our Baldrige journey and achieved organizational excellence. We will talk about the tools and techniques used to not only improve our performance but sustain our results. Finally, we will share our approach for how to engage those closest to the work to not only identify opportunities but make improvements that last.

**Presenter Bio:** Karen Kiel Rosser serves as the Vice President & Quality Improvement Officer for Mary Greeley Medical Center. She is responsible for overall quality improvement and organizational excellence at the medical center. Kiel Rosser spearheaded the development and implementation of a system-wide framework for performance excellence utilizing criteria from the Malcolm Baldrige National Quality Award Program as well as the tools of lean and six sigma.

Her positions prior to joining Mary Greeley include Vice President of Performance Excellence and Managed Care at Agnesian HealthCare, an integrated health care delivery system in Fond du Lac, WI, Network Development Director at Humana Health Plan in Milwaukee, WI, and Ambulatory Clinic Manager at Aurora Health Care in Milwaukee, WI. Kiel Rosser holds a Master's Degree in Health Care Administration from the University of Minnesota and a Bachelor's Degree in Communications and Public Relations from the University of Wisconsin, Whitewater. She serves as an examiner for the National Malcolm Baldrige Quality Award program and is a coach and lead judge for the Iowa Recognition for Performance Excellence (the states Baldrige-equivalent program). She is a certified Lean Six Sigma Green Belt and is a member of the Ames Morning Rotary Club, a past board member for the United Way of Story County, and a participant in Leadership Ames (class XXIV) program.

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**Session Type:** Breakout

**Session Title:** Sustaining You PI Journey – an Organizational Engagement Strategy

**Organization:** Mary Greenly Medical Center

**Presenter:** Karen Rosser

**Room:** Minnetonka

**Presentation Overview:** *Coming*

**Presenter Bio:** *Coming*

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### 1:00 pm – 1:30pm

**Session Type:** Keynote

**Session Title:** Mary Greenley's Baldrige Journey

**Organization:** Mary Greenly Medical Center

**Presenter:** Brian Dieter

**Room:** Waconia Ballroom

**Presentation Overview:** Brian will share Mary Greeley's approach to creating an organizational culture centered around the patient. This approach has earned Mary Greeley recognition as a national Voice of the Customer best practice in 2018 and as a National Malcolm Baldrige Quality Award recipient in 2019. Some of the best practices to be shared include hourly patient rounding, bedside shift reporting and engaging an active patient and family advisory council.

- Create awareness around patient-centered best practices.
- Examine efforts to build and maintain an organizational environment conducive to performance excellence.
- Define leadership's role in the Baldrige journey.

**Presenter Bio:** Brian Dieter, FACHE President and CEO

Brian Dieter has served as President and CEO of Mary Greeley Medical Center since July 2008 and prior to that, he served the medical center as Vice President and Chief Financial Officer for nine years. Before joining Mary Greeley, he spent 10 years in financial leadership at three affiliates of Ancilla Systems Inc. Dieter received his B.S. degree in Business from Indiana University and his M.S. degree in Administration from the University of Notre Dame. He is a Fellow in the American College of Healthcare Executives and active in several national, state and local organizations.

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### 1:45 pm – 2:45 pm

**Session Type:** Intensive

**Session Title:** Create a Culture of Productivity Starting from the Top

**Organization:**

**Presenter:** Jan Lehman

**Room:** Anoka

**Presentation Overview:** As a leader, you have the opportunity and responsibility to encourage and enforce productivity throughout your organization. But it must start with you.

Create a culture of productivity that eliminates unnecessary interruptions, emails, and non-essential work. Get everyone focused on their most important priorities and stop the highly reactionary behavior that has become the norm in business today. Lead by example by defining and following effective communication protocols across platforms and learn how to fully leverage your technology and maximize the resources in your organization.

Learn how your organizational structure and the technology we are using is evolving and what you need to do now to be an effective leader in the 21st century. Join us for a tactical as well as strategic discussion on how to maximize the time, talent and technology in your organization.

Learning Objectives:

- Learn email and time management techniques that will revolutionize the way your business operates.
- Walk out with actionable items to improve your personal productivity and a game plan on how to cascade these messages throughout your organization.
- Begin to lay the foundation for an effective business communication strategy that can drive company-wide efficiencies.
- Learn how to transition your highly reactionary business to be more planful and proactive.

**Presenter Bio:** Jan is an Executive Coach, Productivity Expert, National Speakers Association Professional Member, and CEO of CTC Productivity. She helps companies maximize their three most valuable resources: Time, Technology & Talent.

Jan is the national marketing chair for her industry association NAPO (National Association of Productivity and Organizing Professionals).

Jan was named a 2018 “Women Who Lead” Minnesota Business Magazine Honoree. She was nominated by three of her coaching clients. Through her coaching, one of her client companies is now 30% more efficient and has significantly increased its employee engagement.

Jan's goal is to help companies create a Culture of Productivity. Since productivity and employee engagement are so tightly linked this is a win-win for the organization and the employees. In this tight job market and with rumors of a recession looming, this is a critical strategy.

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**Session Type:** Breakout

**Session Title:** Employee Engagement: Our People are our Success

**Organization:** Black River Falls Memorial Hospital

**Presenter:** MaryBeth White Jacobs

**Room:** Owatonna

**Presentation Overview:** Black River Memorial Hospital's "Excellence Always" Journey has included a focus on its workforce since the inception in 2008.

Leading to recognition for 9 consecutive years as a Modern Health "Best Places to Work" recipient. Healthcare workforce is a key challenge for all organizations and none more than those located in rural areas. Please join me to review the key elements that have been implemented and hardwired to ensure that we maintain our culture of focusing on our people and customers.

**Presenter Bio:** **Mary Beth hold a** Master's in Healthcare Administration, University of Minnesota, Minneapolis and a Bachelors of Science-Nursing, University of Wisconsin – Eau Claire. She is currently President and CEO of Black River Memorial Hospital in Black River Falls, WI.

Mary Beth is a very accomplished woman who holds a number of certificates and fellowships, is active in many different membership associations, and community Boards.

Black River Memorial has the following involvements and awards/contributions.

#### **PROGRAM DEVELOPMENT / INVOLVEMENT**

- Baldrige Performance Excellence Criteria 2009-2020, State-level recognition: Excellence Level 2019
- Home Medical Equipment Program

- Homecare, Hospice and Palliative Care Program planning and start-up

#### **AWARDS/CONTRIBUTIONS**

- Overall Inpatient Quality of Care (HCAHPS) > 95<sup>th</sup> percentile 2010- 2020
  - Employee Satisfaction and Engagement >95<sup>th</sup> percentile, 2008 - 2019
  - Studer Group Excellence in Patient Care 2010 - 2019
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**Session Type:** Breakout

**Session Title:**

**Organization:** Ecolabs Invited

**Presenter:**

**Room:** Isanti 1

**Presentation Overview:**

**Presenter Bio:**

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**Session Type:** Breakout

**Session Title:** Co-Creating Government

**Organization:** Hennepin County

**Presenter:** Amy Schrempp and Khalid (Kay) Adams

**Room:** Isanti 2

**Presentation Overview:** Hennepin County uses Innovation by Design as their flagship creative problem-solving approach based in human-centered design to co-create government. It starts with the people we're serving and ends with a service that is specifically tested and designed for them. Innovation by Design is guided by the mindsets of empathy, optimism, and experiment. This is an opportunity to learn more about how you can use this approach in your own work by starting with empathy-based methods. Participants will learn collaborative tools to help uncovering deeper insights and understandings of our customer's needs, regardless of subject matter.

**Presenter Bio:** Amy Schrempp is first and foremost a perpetual optimist who believes that local governments can be laboratories for testing innovative program and policy solutions. She currently serves as an Innovation and Improvement Manager with Hennepin County; where she oversees the team that delivers the county's flagship human centered design program called Innovation by Design (IbD), a program she founded three years ago. The program is guided by the mindsets of empathy, optimism and experimentation. At the heart of the Innovation by Design is the belief that our residents' needs should be prioritized through each step of the design process. In addition to overseeing the IbD program, Amy is also supporting the county's disparity reduction efforts where the IbD mindsets of empathy, optimism and experimentation are being leveraged to catalyze system change.

Khalid (Kay) Adam is an experienced twin cities-based facilitator and organizational change practitioner. They currently work for Hennepin County's Center for Innovation & Excellence where they lead an interdisciplinary team of training and project consultants. Kay has a BA in

Economics and Mathematics from Augsburg University and a Masters in Organizational Leadership Development and Policy from the University of MN.

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**Session Type:** Breakout

**Session Title:** *Coming*

**Organization:** University of MN Rochester

**Presenter:** Lori Carrell

**Room:** Isanti 3

**Presentation Overview:** *Coming*

**Presenter Bio:** *Coming*

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**Session Type:** Breakout

**Session Title:** **Creating our Future through Passionate Execution**

**Organization:** Adventist Health

**Presenter:** Mara Bryant

**Room:** Minnetonka

**Presentation Overview:** *Coming*

**Presenter Bio:** *Coming*

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**3:00 pm – 4:00 pm**

**Session Type:** Breakout

**Session Title:** **Performance Management Using Design Thinking**

**Organization:** Children's Minnesota

**Presenter:** Phil Zeccardi

**Room:** Owatonna

**Presentation Overview:** The evolution of performance management has evolved from strict concepts applied to singular and specific processes, to instead solving complex and often non-linear problems. More than just another methodology or framework, design thinking combines problem-solving with deep empathy for the user. This session will provide an introductory overview and work with a model containing key questions and several tools to help you understand design thinking as a problem solving approach. This session requires an open mind, because a mind is like a parachute and it works best when it is open.

**Presenter Bio:** Philip has 15 years of experience in healthcare and utilizes his expertise to create direction, measurable expectations, and achieve outcomes with critical issues facing the industry. A significant portion of Philip's time is spent helping healthcare programs implement operational, financial, and patient outcome strategies by focusing on a common purpose and fostering interdisciplinary collaboration. Philip's background is in human resources, he possesses an MBA with a concentration in healthcare administration, and is Lean/Six Sigma trained. Currently Philip serves as the Director of Operations for the Cardiovascular and Neuroscience programs at Children's Minnesota, the seventh largest pediatric health system in the United States, and the only health system in Minnesota to provide care exclusively to children, from before birth through young adulthood.

**Session Type:** Breakout

**Session Title:** The Science of Inclusion: Promoting Employee Wellness

**Organization:** 3M

**Presenter:** Dr. Oyebode Taiwo

**Room:** Isanti 1

**Presentation Overview:** *Coming*

**Presenter Bio:** Oyebode Taiwo, MD, MPH Corporate Medical Director, 3M. Dr. Taiwo is responsible for the development of 3M's global health strategy, as well as the leadership and management of the medical organization. He provides strategic direction and leadership for occupational health and employee well-being, manages 3M medical services and health-related emergencies on a global basis. Dr. Taiwo serves on the board of directors of American Cancer Society (ACS) and Institute for Clinical Systems Improvement (ICSI). Prior to joining 3M, Dr. Taiwo was Associate Professor of Medicine and Director of the Occupational & Environmental Medicine Program at Yale University School of Medicine, New Haven, Connecticut. He also served as Corporate Medical Advisor to Alcoa Inc. in a unique academic/private partnership for 17 years. Dr. Taiwo received his medical degree from College of Medicine, University of Lagos, Nigeria and a master's degree in public health from the University of Alabama. He completed postgraduate training in Internal Medicine at Meharry Medical College, Nashville, Tennessee and Occupational & Environmental Medicine at Yale University School of Medicine. Dr. Taiwo is a diplomate of the American Board of Internal Medicine and the American College Board of Preventive Medicine (Occupational Medicine). He is a fellow of the American College of Physicians and a member of the American College of Occupational & Environmental Medicine. Dr. Taiwo's areas of professional interest include understanding the factors associated with injuries and diseases in industrial workers, and health impact assessment of industrial projects and policies on human population.

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**Session Type:** Breakout

**Session Title:** *Constellation Insurance (invited)*

**Organization:**

**Presenter:**

**Room:** Isanti 2

**Presentation Overview:**

**Presenter Bio:**

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**Session Type:** Breakout

**Session Title:** Beating the Odds: Getting Results During Trying Times

**Organization:** Chippewa Falls Area Unified Schools

**Presenter:** Dr. Heidi Elliopoulos

**Room:** Isanti 3

**Presentation Overview:** The Chippewa Falls Area Unified School District (CFAUSD) is a historically underperforming public school district experiencing the greatest challenges it has faced in decades. Despite the impacts of methamphetamine, mental illness, poverty, transiency, funding shortages, and an overall worker shortage, the district is producing growth outcomes consistently across the organization. This session will highlight improvement processes and strategies used to create unexpected financial stability, human capital, and student achievement results.

**Presenter Bio:** Dr. Heidi Eliopoulos is the Superintendent of Schools in Chippewa Falls, Wisconsin, a public school district of 5200 students located 90 minutes East of Minneapolis. As a native of Chippewa Falls, she has lived there most of her life and takes pride in serving her home community as superintendent.

Dr. Eliopoulos has a bachelor's degree from UW Eau Claire English education, a master's degree in educational administration from UW - Superior and a doctorate in educational leadership from the University of Nebraska.

Dr. Eliopoulos believes strongly in the power of education as a vehicle with which we can make our communities stronger. She is passionate about leader development and improvement processes.

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**Session Type:** Breakout

**Session Title:** Nurturing Customer Relationships

**Organization:** Illinois Mutual Retirement Fund

**Presenter:** Dawn Seputis

**Room:** Minnetonka

**Presentation Overview:** The Illinois Municipal Retirement Fund (IMRF) is the first public pension fund in the nation to receive the Malcolm Baldrige National Quality Award. IMRF Customer Service Director Dawn Seputis will go deep into Category 3 of the Baldrige Criteria, explaining how the organization focuses on its key customers: IMRF members and employers. Seputis will paint a picture of IMRF's unique customer base, outline how the organization listens to the customer, and show how IMRF nurtures customer relationships.

**Presenter Bio:**

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**Session Type:** Keynote

**Session Title:** Beyond Grit: Powerful Practices to Gain High Performance Edge

**Organization:**

**Presenter:** Dr. Cindra Kamphoff

**Room:** Waconia Ballroom

**Presentation Overview:** Cindra will focus on practices that separate successful and less successful people. She will help you embrace passion and purpose in your life and work. You'll become more self-aware and learn how to master your thoughts and emotions to help you lead yourself and your team more effectively. Expect a high-energy, inspiring discussion, where you will gain insights and practical strategies to help you up your game regardless of your field.

**Presenter Bio:** Dr. Kamphoff is recognized nationally for her work and contributions to the field of performance psychology. As a leader, high performance coach, author, professor, and speaker, Dr. Kamphoff brings passion, energy, and authenticity to her work with athletes, performers, business people.

She believes we perform each day, and the strategies and skills used to enhance performance in sport are similar strategies and skills used to enhance life.

**April 23**

**8:30am – 9:00am**

**Session Type:** Keynote

**Session Title:** Alamo Colleges Journey to Excellence

**Organization:** Alamo Colleges District

**Presenter:** Dr. Mecca Salahuddin

**Room:** Waconia Ballroom

**Presentation Overview:** *Coming*

**Presenter Bio:** *Coming*

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**9:15 am – 10:15 am**

**Session Type:** Breakout

**Session Title:** Investing in the Future

**Organization:** Cradle to Career

**Presenter:** Julie Brock

**Room:** Minnetonka

**Presentation Overview:** Investing in the Future: increasing workforce productivity today and tomorrow

Meaningful work and community investment is crucial for a happy, healthy workforce. Just over 50% of our incoming workforce indicate that they will not consider working for a company that does not have a social responsibility component according to Cone Communications. In addition, companies who have employee volunteer programs can see productivity and retention increase up to 80%. How can companies create both a volunteer program for their current

employees that potentially can influence their employee base of the future? Join Julie Brock from Rochester's Cradle 2 Career to learn three different ways to mitigate the cost of turn over while simultaneously investing in your community.

**Presenter Bio:** Julie Brock, Executive Director of Cradle 2 Career in Rochester, MN, is dedicated to aligning the resources our youth need to succeed, cradle to career. She has sixteen years experience in K-12 education, earned her Master's in Human Development, and shifted into the workforce development field so as a community, we can help students know their career options early and often. Julie believes Minnesota will grow and prosper by ensuring all residents, current and future, see their work as valuable and aligned with their individual strengths, passions, and skill sets. This starts with equitable access to the valuable resources we have at the ready in each of our communities.

Julie Brock resides in Eyota, Minnesota with her husband and two sons. If they aren't home, you can find them outside, taking in the best of each Southeast Minnesota season. Julie particularly enjoys a run, a hike, and a snowboarding hill followed by some yoga or binge watching a well-written series.

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**Session Type:** Breakout

**Session Title:** Food Waste: Economic Value, Environmental Benefit and Food Insecurity Impact

**Organization:** Second Harvest

**Presenter:** Thierry Ibri

**Room:** Owatonna

**Presentation Overview:** *Coming*

**Presenter Bio:** *Coming*

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**Session Type:** Breakout

**Session Title:** How a Non-Profit Center Increases the Capacity & Effectiveness

**Organization:** Shared Spaces

**Presenter:** Nancy Zallek

**Room:** Isanti 1

**Presentation Overview:** *Coming*

**Presenter Bio:** *Coming*

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**Session Type:** Breakout

**Session Title:** Whitewashing the Fence: How a Group of Volunteer are Changing a University and Community

**Organization:** South Dakota School of Mines

**Presenter:** Joseph Wright

**Room:** Isanti 2

**Presentation Overview:** Joseph was hired by SD Mines in 2012 with the charge to foster regional economic development with the university as the catalyst. With meager resources, Joseph banded together a group of volunteer change agents that have had incredible success and, in the process, changed a community.

Joseph will talk about some of the lessons learned along the way. He will also share his thoughts on how these insights might be applied to other situations, and how an individual or a small group with vision can bring about dramatic change

**Presenter Bio:** Mr. Joseph Wright is the Associate Vice President for Research at The South Dakota School of Mines and Technology (SDSM&T) where he is responsible for the Office of Economic Development. Mr. Wright has B.S. in Biology and a minor in Chemistry from Utah Valley University, and a J.D. from the University of Kansas.



Mr. Wright's perspective on technology transfer and commercialization comes from work both on the academic and business side of the industry. With stints at the University of Kansas's Office of Intellectual Property and Technology Transfer and The Siouxland Initiative, an award winning economic development organization, Mr. Wright understands the potential impact institutions of research can have in driving local, state, and regional economies.

Mr. Wright served for five years on the Association of University Technology Mangers (AUTM) Central Region Planning Committee. Mr. Wright has moderated or presented at conferences on topics such as commercialization from the entrepreneur's perspective, the relationship between academic technology transfer and economic development, and developing metrics to measure the impact of academic technology transfer on economic development. Mr. Wright currently serves on the Rapid City Mayor's Economic Development Task Force and on the planning board for the Governor's Giant Vision Awards.

During his employment at SDSM&T, Mr. Wright has launched a number of successful programs including an Entrepreneur-in-Residence program with over 40 highly successful business leaders and entrepreneurs who assist the school in its commercialization efforts; and a student business plan competition that has produced students teams that have taken first place at the Governor's Giant Vision Awards every year since the campus competition was started in 2014.

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**Session Type:** Intensive

**Session Title:** How Goodness Pays for your Culture and Financial Results

**Organization:** Second Harvest

**Presenter:** Thierry Ibri

**Room:** Owatonna

**Presentation Overview:** Goodness in organizations is when people thrive together in a culture of encouragement, accountability and teamwork.

People create great results by leading with goodness. It's an others-orientation, and reflective of an ability to maintain a healthy tension between taking a long-term view and having short-term performance expectations.

In this engaging session, Paul Hillen will:

- Describe the five Goodness Pays Factors that best determine when goodness pays financially
- Share the one statistically significant question that quickly assesses the goodness in leadership in your organization and also offer advice on where to focus your actions for improvement
- Unveil the ultimate "Why?" to help people solve difficult problems together.
- Reframe the conversation on what it takes to create real, sustainable success that everyone embraces
- See how Nagging Rights and Zero Cost of Candor build strong teams
- Combine research, helpful takeaways and action items for an engaging event
- Inspire people to create a specific plan for how they can improve their personal leadership

The rewards for focusing on goodness are measurable: consistently-positive financial results, stronger relationships with the people important to your success, and a stronger sense of purpose in your work.

**Presenter Bio:** Paul has held many C-Suite titles over his 30+ year career. His experience spans B2C and B2B general management, innovation, marketing, brand, and sales roles. His passion is energizing people and organizations by tying the company vision to their personal and professional goals and success. A successful speaker and facilitator for decades, Paul inspires audiences with his candid, collegial, and positive approach. As a leader Paul creates a continuous learning environment and values direct communication so everyone feel prepared, empowered, and accountable.

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**10:30 am – 11:30 am**

**Session Type:** Roundtable Discussion

**Sector:** Manufacturing

**Room:** Minnetonka 1

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**Session Type:** Roundtable Discussion

**Sector:** Service

**Room:** Minnetonka 2

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**Session Type:** Roundtable Discussion

**Sector:** Education

**Room:** Owatonna 1

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**Session Type:** Roundtable Discussion

**Sector:** Non-Profit

**Room:** Owatonna 2

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**Session Type:** Roundtable Discussion

**Sector:** Healthcare

**Room:** Isanti 1

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**Session Type:** Roundtable Discussion

**Sector:** Government

**Room:** Isanti 2

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**11:30 am – 12:00 pm**

**Session Type:** Keynote

**Session Title:** IMRF's Journey to Excellence

**Organization:** Illinois Mutual Retirement Fund

**Presenter:** Brian Collins

**Room:** Waconia Ballroom

**Presentation Overview:** *Coming*

**Presenter Bio:** *Coming*

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**Session Type:** Keynote

**Session Title:** Thriving in East Los Angeles

**Organization:** Adventist Health White Memorial

**Presenter:** Mara Bryant

**Room:** Waconia Ballroom

**Presentation Overview:** Positioned in the Los Angeles inner city, White Memorial capitalizes on its core competencies to co-create strategic change inside and outside its walls.

**Presenter Bio:** *Coming*

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**Session Type:** Keynote

**Session Title:** Danger Boat Improv Conference Recap

**Organization:** Theatre of Public Policy

**Presenter:**

**Room:** Waconia Ballroom

**Presentation Overview:** You've attended the conference, heard the best practices, opportunities for improvement, and learned new methodologies. Now what, can you remember it all? Well sit back, relax as the team from Theatre of Public Policy, who also attended the conference, will recap it all for you while you laugh and take it all in through their improve lens.

**Presenter Bio:** The Theater of Public Policy advance the understanding of complex ideas and issues by drawing on improvisation comedy. Learning disguised at entertainment.

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