



# 29<sup>th</sup> ANNUAL QUALITY TEXAS FOUNDATION AWARD RECOGNITION CONFERENCE

## AGENDA

### June 13, 2022 - Day 1

- 9:00-12:00 Board of Directors Meeting (Restricted to BOD only)
- 1:00-1:15 Welcome to the Conference
- Mr. Tommy Gonzalez, QTF Board Chair
- 1:15-1:45 Baldrige Foundation Update
- Mr. Al Faber, CEO, Baldrige Foundation
- 1:45-2:15 Baldrige Program Update
- Mr. Bob Fangmeyer, Director, Baldrige Performance Excellence
- 2:15-2:30 Comfort Break
- 2:30-3:30 Breakout Rooms
- Senior Leaders Role in the Baldrige Framework (Government/NFP)
    - Mr. Tommy Gonzalez and Ms. Diane Brockmeier
  - How to Write the Organization Profile
    - Dr. Mac McGuire, CEO, Quality Texas Foundation
  - Senior Leaders Role in Baldrige Framework (Healthcare)
    - Ms. Elizabeth Youngblood and Mr. Jim Parisi
  - NFP Smaller Applications and Baldrige Framework
    - Mr. Hugh Brown and Mr. Bob Novello (WILCO NFPs)
- 3:30-3:45 Comfort Break/Networking Online
- 3:45-4:00 Presentation of 2020 Awards and Recognition – Mr. Tommy Gonzalez/Mr. Kevin Lyons

#### Governor's Award Level

City of El Paso (2<sup>nd</sup> Award)  
Peterson Health  
Radiation Detection Company

#### Achievement Level

Texas Rehabilitation Hospital  
Shop LC

**Progress Level**

CHI St. Luke's Health – The Woodlands Hospital  
El Paso County Hospital District  
Huitt-Zollars, Inc.  
Northeast Lakeview College  
Santanna Energy Services

**Commitment Level**

Logan University  
Wise Health System  
Sistema De Salud Menonita

**Engagement Level**

None

**Pioneer Level**

Business Designs  
Dannenbaum Engineering Company  
So El Paso  
Veolia's  
Texas Baptist Children's Home

**Communities of Excellence**

None

4:00-4:15 Presentation of 2021 Awards and Recognition – Mr. Tommy Gonzalez/Mr. Kevin Lyons

**Governor's Award Level**

None

**Achievement Level**

El Paso County Hospital District  
Radiation Detection Company  
Texas Rehabilitation Hospital – Ft. Worth  
West Community Credit Union  
Workforce Solutions for North Central Texas

**Progress Level**

City of Pharr

**Commitment Level**

None

**Engagement Level**

None

**Pioneer Level**

Ascension Health Williamson Hospital  
Financial Services Center, Department of Veteran Affairs, Austin

**Communities of Excellence**

None

4:15-4:30 Presentation of 2022 Awards and Recognition – Mr. Tommy Gonzalez/Mr. Kevin Lyons

**Governor's Award Level**

City of Pharr  
Natchitoches Regional Medical Center (NRMC) (2<sup>nd</sup> Award)

**Achievement Level**

CHI St. Luke's Health – The Woodlands Hospital  
Oklahoma City Indian Clinic (OKCIC)  
St. Philip's College (previous Award Recipient)

**Progress Level**

Wise Health System

**Commitment Level**

Missouri Department of Conservation  
El Paso County

**Engagement Level**

Division of Academic Affairs, Logan University

**Pioneer Level**

City of Sunnyvale  
The Williamson County Institute for Excellence in Nonprofits

**Communities of Excellence**

None

4:30-5:15 Recognition of New Fellows and State of Quality Texas Foundation

- Mr. Tommy Gonzalez; Mr. Kevin Lyons; Mr. Jason Peach; Mr. Kirk Kriegel and Dr. Mac McGuire
- 2020 Fellows
  - Lauri Crockett
  - Keith Simpson
- 2021 Fellows
  - Mary Onak
  - Diana Pollard
- 2022 Fellows
  - Clifton Conner
  - Kirk Kriegel
  - Dr. Paul Machen
  - Santos Marino
  - Gary Utrup

5:15-6:15 Fellows Meeting (restricted to Fellows)

- Dr. Linda Angel – Fellows Representative
- 6:15-7:15 Judges Meeting (restricted to Panel of Judges)
- Dr. Paul Machen & Mr. Keith Simpson

## June 14, 2022 - Day 2

- 8:00-8:30 Welcome and Opening Session
- Mr. Tommy Gonzalez, QTF Board Chair
- 8:30-9:30 Keynote Speaker
- Ms. Diane Brockmeier, Mid-America Transplant, Two-Time Baldrige Recipient
- 9:30-9:45 Comfort Break and Mini-Discussion Rooms
- What is the role of the Organizational Profile?
    - Mr. Kirk Soileau & Dr. Ken Davis
  - How can I help my team grow?
    - Ms. Liz Youngblood & Mr. Wes Tidwell
  - Who can assist me in getting new ideas?
    - Ms. Lysa Ross & Mr. Heath Wright
  - Why can't the Baldrige Process be easier?
    - Dr. Mac McGuire
- 9:45-11:00 Breakout Rooms – Words of Wisdom from the 2020 Recipients – Top Five Learnings
- Peterson Health-Award Recipient – Mr. Cory Edmundson
  - Northeast Lakeview College-Progress Recipient - Dr. Veronica Garcia
  - City of El Paso - Communities of Excellence – El Paso – Ms. Tracey Jerome
  - Santanna Energy-Progress Recipient – Mr. Richard McDonald
- 11:00-12:15 Breakout Rooms – Words of Wisdom from the 2020 Recipients – Top Five Learnings
- Texas Rehabilitation Hospital-Achievement Recipient – Mr. Jake Daggett
  - Logan University-Commitment Recipient – Dr. Clay McDonald
  - Huitt-Zollars, Progress Recipient – Mr. Robert McDermott
  - Mennonite Healthcare-Commitment Recipient – Mr. Ricardo Hernandez Rivera & Professor Manuel E. Maldonado-Cotto
- 12:15-1:00 Lunch Break
- 1:00 – 2:15 Breakout Rooms – Words of Wisdom from Recipients – Top Five Learnings
- El Paso County Hospital District-2021 Achievement Recipient – Mr. Jacob Cintron & Mr. Jon Law
  - New Braunfels Utilities-2019 Commitment Recipient – Mr. Ian Taylor
  - Council of Governments-2021 Achievement Recipient – Ms. Debra Kosarek
  - West Community Credit Union-2021 Achievement Recipient – Mr. Jason Peach
- 2:15-2:30 Comfort Break and Mini-Discussion Rooms
- What did you fear about adopting Baldrige?
    - Mr. Jim Parisi
  - Who can help you sell Baldrige to your Leaders?

- Dr. Lee Van Dusen & Dr. Veronica Garcia
- How do you help your people grow in the process?
  - Ms. Diane Brockmeier & Ms. Robyn Sunday-Allen
- What are your plans for your organizational future?
  - Ms. Anali Alanis

- 2:30-3:45 Breakout Rooms – Words of Wisdom from Recipients – Top Five Learnings
- Natchitoches Regional Medical Center, Two Time Award Recipient – Mr. Kirk Soileau
  - St. Philip’s College, 2019 Award and 2022 Achievement Recipient – Dr. Adena Loston
  - City of Pharr, 2022 Award Recipient – Ms. Anali Alanis
  - City of El Paso, Two Time Award Recipient – Mr. Cary Westin & Ms. Tracey Jerome
- 3:45-4:00 Mini Discussion Rooms – Lessons Learned Today
- Participants placed in rooms – no more than 5 to a room
- 4:00 Session End

## June 15, 2022 - Day 3

- 8:00-8:30 Welcome and Opening Session
- Mr. Kevin Lyons, QTF Vice Chair
- 8:30-9:30 Keynote Speaker
- Mr. Tommy Gonzalez, City of El Paso – Two-Time QTF Award Recipient & Baldrige Recipient with City of Irving – What has been the most important Lessons adopting/implementing the Baldrige Framework
- 9:30-9:45 Comfort Break and Mini-Discussion Rooms -How do we improve customer satisfaction?
- Texas Rehabilitation Hospital-Ft. Worth-Achievement Recipient – Mr. Jake Daggett
  - St. Philip’s College, 2019 Award and 2022 Achievement Recipient – Dr. Adena Loston
  - City of Pharr, 2022 Award Recipient – Mr. Ed Wylie & Ms. Anali Alanis
  - Personal Strategic Planning – Dr. Mac McGuire
- 9:45-11:00 Breakout Rooms – Words of Wisdom from Recipients – Top Five Learnings
- CHI St. Luke’s The Woodlands Hospital-2022 Achievement Recipient – Mr. Jim Parisi
  - El Paso County – 2022 Commitment Recipient – County Judge Mr. Richard Samaniego
  - Missouri Department of Conservation, 2022 Commitment Recipient – Ms. Kendra Witthaus
  - Oklahoma City Indian Clinic-2022 Achievement Recipient – Ms. Robyn Sunday-Allen & Ms. Lysa Ross
- 11:00-12:15 Breakout Rooms – Words of Wisdom from Recipients – Top Five Learnings
- Wise Health, 2022 Progress Recipient - Mr. Matt Runnels
  - Logan University Division of Academic Affairs-2022 Engagement Recipient – Dr. Lee Van Dusen
  - Williamson County EMS- 2019 Pioneer Recipient – Chief Chris Connealy
  - Williamson County NFPs- 2022 Pioneer Recipient – Mr. Hugh Brown, Board Chair

- 12:15-1:00 Lunch Break
- 1:00-2:00 Breakout Rooms - Top 3 Best Practices from Award Level Recipients
- Natchitoches Regional Medical Center, Two Time Award Recipient
    - Mr. Kirk Soileau
  - St. Philip's College, 2019 Award & 2022 Achievement Recipient
    - Dr. Adena Loston & Ms. Marsha Hall
  - City of Pharr, 2022 Award Recipient
    - Mr. Ed Wylie & Ms. Anali Alanis
  - Plus.....
  - Top Ten Reasons Why You Should NOT Adopt the Baldrige Framework
    - Dr. Mac McGuire
- 2:00-2:15 Comfort Break and Mini-Discussion Rooms – limit 5 to each room
- Open discussion – lessons learned
- 2:15-3:15 Breakout Rooms - Top 3 Best Practices from Recipients – Top Five Learnings
- Peterson Health-2020 Award Recipient – Mr. Cory Edmundson
  - Northeast Lakeview College-2020 Progress Recipient - Dr. Veronica Garcia
  - City of El Paso – Two Time Award Recipient – Mr. Cary Westin
  - Plus.....
  - Panel Discussion – Led by Ms. Kristi Boyett, Moderator
    - Mr. Jacob Cintron
    - Ms. Debra Kosarek
    - Mr. Jim Parisi
- 3:15-3:45 Comfort Break and Mini-Discussion Rooms with a Panel of Baldrige Leaders
- What is the role of Senior Leaders?
    - Dr. Ken Davis, Mr. Cary Hill, Dr. Adena Loston
  - How can you get the workforce to buy in to Baldrige?
    - Mr. Tommy Gonzalez
  - How can the Criteria help you improve operations?
    - Ms. Diane Brockmeier & Staff
  - Focusing on your Governance?
    - Ms. Tracey Jerome & Mr. Robert Cortinas
- 3:45-4:00 Final Event – Open Discussion with the Quality Texas Foundation CEO – Dr. Mac McGuire

Thank you for joining us!

We hope to see you at one of our 2022 Training Events – more information can be found on our website at [www.quality-texas.org/training](http://www.quality-texas.org/training)