



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

## AGENDA

**Gold Sponsor: Mid America Transplant, Ms. Diane Brockmeier**

**Silver Sponsor: City of El Paso/Visit El Paso, Mr. Tommy Gonzalez and Ms. Brooke Underwood**

**Silver Sponsor: Oklahoma City Indian Clinic, Ms. Robyn Sunday-Allen and Ms. Lysa Ross**

**Bronze Sponsor: City of Ferris, Mr. Brooks Williams, City Manager**

### 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 (Dr. Mac McGuire is Host)
- Mr. Tommy Gonzalez, QTF Board Chair
- 1:15-1:45 Baldrige Program Update (Dr. Mac McGuire is Host)
- Mr. Bob Fangmeyer, Director, Baldrige Performance Excellence
- 1:45-2:15 Baldrige Foundation Update (Dr. Mac McGuire is Host)
- Mr. Al Faber, CEO, Baldrige Foundation
- 2:15-2:30 Comfort Break (participants are on their own)
- 2:30-3:30 Breakout Rooms
- 1 How to Write the Organization Profile – This session discusses the critical elements of beginning to write the Organizational Profile which is the first requirement in completing an application.
    - Dr. Mac McGuire, CEO, Quality Texas Foundation (Dr. Mac McGuire is Host)
  - 2 Senior Leaders Role in the Baldrige Framework (Government/NFP) – This session will highlight the Senior Leaders role in using the Baldrige Framework in a continuous improvement program. Both Senior Leaders have done incredible jobs with their organizations. They will highlight the necessity for Senior Leaders to be actively engaged and involved in an application.
    - Mr. Tommy Gonzalez, City Manager, El Paso, QTF Chair (Host), BOD and Ms. Diane Brockmeier, CEO, Mid-America Transplant

- 3 Senior Leaders Role in Baldrige Framework (Healthcare) – This session will highlight the Senior Leaders role in using the Baldrige Framework in a continuous improvement program. They will highlight the necessity for Senior Leaders to be actively engaged and involved in an application.
  - Ms. Elizabeth Youngblood, SVP and COO, Texas Division, St. Luke’s Health, QTF Award Recipient (Host), QTF BOD and Mr. Jim Parisi, St. Luke’s Health - The Woodlands Hospital, QTF BOD
- 4 NFP Smaller Applications and Baldrige Framework – NFPs can benefit greatly from answering the questions in the Baldrige Framework. Both speakers will address some of their issues with helping NFPs use the Framework to continuously improve.
  - Mr. Hugh Brown, Chair of Wilco NFPS (Host) and Mr. Bob Novello, Executive Director (WILCO NFPS)

3:30-3:45 Comfort Break/Networking Online – This is a time to stay online and talk to other or take a comfort break or do both. There is no structure for this session. (Dr. Mac McGuire is Host)

- 3:45-4:00 Presentation of 2020 Awards and Recognition
- Mr. Tommy Gonzalez, QTF BOD Chair and Mr. Kevin Lyons, QTF Vice Chair (Dr. Mac McGuire is Host). At this time, QTF will briefly acknowledge the Recipients.

**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**

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 (Dr. Mac McGuire is Host). At this time, QTF will briefly acknowledge the Recipients.

**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 (Dr. Mac McGuire is Host). At this time, QTF will briefly acknowledge the Recipients.

**Governor's Award Level**

City of Pharr

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

**Achievement Level**

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, New Continuous Improvement Certificate recipients, and State of Quality Texas Foundation – This session is open to all as we recognize those individuals who have served QTF faithfully for ten years or more and have been nominated for this distinction.
- Mr. Tommy Gonzalez; Mr. Kevin Lyons; Mr. Jason Peach; Mr. Kirk Kriegel and Dr. Mac McGuire (Dr. Mac McGuire is Host)
    - 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) – The Fellows meeting will discuss issues concerning QTF and what the Fellows may be able to do to assist the Foundation.
- Dr. Linda Angel – Fellows Representative (Host)
- 6:15-7:15 Judges Meeting (restricted to Panel of Judges) – The Judge meeting will discuss issues pertaining to them and the status of next year’s evaluations.
- Dr. Paul Machen, outgoing Lead Judge (Host) and Mr. Keith Simpson, incoming Lead Judge

## June 14, 2022 - Day 2

- 8:00-8:15 Welcome and Opening Session
- Mr. Tommy Gonzalez, QTF Chair, BOD (Dr. Mac McGuire is Host)
- 8:15-9:15 Keynote Speaker – Ms. Diane Brockmeier has won two National Baldrige Awards and several state Awards. She is an outstanding leader that has used the Framework to maximize her organizations continuous improvement efforts. (Dr. Mac McGuire is Host)
- Ms. Diane Brockmeier, Mid-America Transplant, Two-Time Baldrige Recipient, Multiple State Awards, QTF BOD
- 9:15-9:30 Comfort Break and Mini-Discussion Rooms
- What is the role of the Organizational Profile? – Two leaders in Healthcare that will discuss how important writing the Organizational Profile is towards being successful as an organization. Mr. Soileau has won two QTF Awards and Dr. Davis has won two National Baldrige Awards.
    - Mr. Kirk Soileau, CEO, Natchitoches Regional Medical Center, LA, QTF BOD (Host) and Dr. Ken Davis, formerly CMO Christus, Retired, QTF BOD
  - How can I help my team grow? – These two Healthcare leaders have served in a couple of different organizations that have been successful in using the Framework. They will discuss lessons learned.
    - Ms. Elizabeth Youngblood, SVP and COO, Texas Division, St. Luke's Health, QTF Award Recipient, Baldrige and QTF Award Recipient, QTF BOD (Host)
  - Who can assist me in getting new ideas? – These two leaders will discuss how to get new ideas, how to get started, and how to embed innovation into their respective organizations.
    - Ms. Lysa Ross, COO, Oklahoma City Indian Clinic, QTF BOD (Host) and Mr. Heath Wright, QTF BOD and Board Chair of the Oklahoma Quality Award
  - Why can't the Baldrige Process be easier?
    - Dr. Mac McGuire, CEO, QTF (Host)
- 9:30-10:45 Breakout Rooms – Words of Wisdom from the 2020 Recipients – Top Five Learnings – (45-minute presentation; 30 minutes for questions) – This session will highlight the lessons learned from these Senior Leaders, steps they have taken to date, and plans for the future.
- Peterson Health-Award Recipient – Mr. Cory Edmundson, CEO, Peterson Health, Kerrville, TX (Host)
  - City of El Paso - Communities of Excellence – El Paso – Ms. Tracey Jerome, Assistant City Manager, Principal Writer for the El Paso Application (Host)
  - Santanna Energy - Progress Recipient – Mr. Richard McDonald, CFO, Principal Writer of the Application (Host)
- 10:45-11:45 Breakout Rooms – Words of Wisdom from the 2020 Recipients – Top Five Learnings – (45-minute presentation; 30 minutes for questions) – This session will discuss the top five learnings from these senior leaders by adopting and implementing the Baldrige Framework.
- Texas Rehabilitation Hospital-Achievement Recipient – Mr. Jake Daggett, CEO (Host)
  - Logan University-Commitment Recipient – Dr. Clay McDonald, QTF BOD and President, Logan University, MO (Host)
  - Huitt-Zollars, Progress Recipient – Mr. Robert McDermott, CEO (Host)

11:45-12:45 Lunch Break

12:45 – 2:00 Breakout Rooms – Words of Wisdom from Recipients – Top Five Learnings – (45-minute presentation; 30 minutes for questions) – This session will discuss the top five learnings from these senior leaders by adopting and implementing the Baldrige Framework.

- El Paso County Hospital District-2021 Achievement Recipient
  - Mr. Jacob Cintron, President/CEO of the El Paso County Hospital District (EPCHD), QTF Achievement Recipient, QTF BOD (Host) and Mr. Jon Law, Principal Writer on the application
- St. Philip's College, 2019 Award and 2022 Achievement Recipient
  - Dr. Adena Loston, President, QTF BOD (Host)
- West Community Credit Union-2021 Achievement Recipient
  - Mr. Jason Peach, President/CEO of West Community Credit Union, QTF Achievement Recipient, QTF BOD Treasurer (Host)

2:00-2:15 Comfort Break and Mini-Discussion Rooms

- What did you fear about adopting Baldrige?
  - Mr. Jim Parisi, CEO, St. Luke's Health - The Woodlands Hospital, QTF BOD (Host)
- Who can help you sell Baldrige to your Leaders?
  - Dr. Clay McDonald, President, Logan University, Dr. Lee Van Dusen, Principal Writer (Host)
- How do you help your people grow in the process?
  - Ms. Diane Brockmeier, CEO, Mid-America Transplant, QTF BOD (Host) and Ms. Robyn Sunday-Allen, CEO, Oklahoma City Indian Clinic
- What are your plans for your organizational future?
  - Ms. Anali Alanis, Assistant City Manager, City of Pharr, TX, Principal Writer, QTF BOD (Host)

2:15-3:30 Breakout Rooms – Words of Wisdom from Recipients – Top Five Learnings – (45-minute presentation; 30 minutes for questions) – This session will discuss the top five learnings from these senior leaders by adopting and implementing the Baldrige Framework.

- Natchitoches Regional Medical Center, Two Time Award Recipient – Mr. Kirk Soileau, CEO, QTF BOD (Host)
- City of Pharr, 2022 Award Recipient – Ms. Anali Alanis, Assistant City Manager, QTF BOD (Host)
- City of El Paso, Two Time Award Recipient – Ms. Tracey Jerome, Principal Writer, (Host)

3:30-4:00 Mini Discussion Rooms – Lessons Learned Today (Dr. Mac McGuire is host)

- Participants placed in rooms – no more than 5 to a room

4:00 Session End

## June 15, 2022 - Day 3

- 8:00-8:15 Welcome and Opening Session (Dr. Mac McGuire is Host)
- Mr. Kevin Lyons, Blue Sky, BOD Vice Chair, QTF Commitment Recipient
- 8:15-9:15 Keynote Speaker (Dr. Mac McGuire is Host)
- 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
- 9:15-9:30 Comfort Break and Mini-Discussion Rooms -How do we improve customer satisfaction?
- Texas Rehabilitation Hospital-Ft. Worth-Achievement Recipient – Mr. Jake Daggett, CEO (Host)
  - St. Philip’s College, 2019 Award and 2022 Achievement Recipient – Dr. Adena Loston, President (Host)
  - City of Pharr, 2022 Award Recipient – Chief Andy Harvey, City Manager and Ms. Anali Analis, Assistant City Manager, QTF BOD (Host)
  - Personal Strategic Planning – Dr. Mac McGuire, CEO, QTF (Host)
- 9:30-10:45 Breakout Rooms – Words of Wisdom from Recipients – Top Five Learnings – (45-minute presentation; 30 minutes for questions)
- St. Luke’s Health - The Woodlands Hospital-2022 Achievement Recipient – Mr. Jim Parisi, CEO (Host)
  - El Paso County - Commitment Recipient – County Judge Mr. Richardo Samaniego’ Betsy Keller and Dr. Lizely Madrigal, Principal Writer of the Application (Host)
  - Missouri Department of Conservation, 2022 Commitment Recipient – Ms. Kendra Witthaus, Principal Writer of the Application
  - Oklahoma City Indian Clinic-2022 Achievement Recipient – Ms. Robyn Sunday-Allen, CEO (Host) and Ms. Lysa Ross, COO, QTF BOD
- 10:45-12:00 Breakout Rooms – Words of Wisdom from Recipients – Top Five Learnings – (45-minute presentation; 30 minutes for questions) – This session will discuss the top five learnings from these senior leaders by adopting and implementing the Baldrige Framework.
- Wise Health, 2022 Progress Recipient, Mr. Matt Runnels, Principal Writer of the Application (Host)
  - Logan University-Division of Academic Affairs (MO), 2022 Engagement Recipient – Dr. Clay McDonald, President and QTF BOD (Host)
  - Williamson County EMS- Engagement Recipient – Chief Chris Connealy (Host)
  - Williamson County NFPs-2022 Pioneer Recipient – Mr. Hugh Brown, Board Chair (Host)
- 12:00-1:00 Lunch Break
- 1:00-2:00 Breakout Rooms - Top 3 Best Practices from Award Level Recipients – This session will discuss the top 3 best practices developed through usage of the Baldrige Framework.
- Natchitoches Regional Medical Center, Two Time Award Recipient
    - Mr. Kirk Soileau, CEO, QTF BOD (Host)

- St. Philip's College, 2019 Award & 2022 Achievement Recipient
  - Dr. Adena Loston, President (Host) and Ms. Marsha Hall, Special Assistant
- City of Pharr, 2022 Award Recipient
  - Chief Andy Harvey, City Manager (Host) and Ms. Anali Alanis, Assistant City Manager, QTF BOD
- Top Ten Reasons Why You Should NOT Adopt the Baldrige Framework
  - Dr. Mac McGuire, CEO QTF (Host)

2:00-2:15 Comfort Break and Mini-Discussion Rooms – limited 5 to each room (Dr. Mac McGuire is host)

- Open discussion – lessons learned

2:15-3:15 Breakout Rooms - Top 3 Best Practices from Recipients – (45-minute presentation; 30 minutes for questions) – This session will discuss the top 3 best practices developed through usage of the Baldrige Framework.

- Peterson Health-2020 Award Recipient – Mr. Cory Edmundson, CEO (Host)
- Panel Discussion – Led by Ms. Kristi Boyett, Moderator (Host)
  - Mr. Jacob Cintron, President/CEO of the El Paso County Hospital District (EPCHD), QTF Achievement Recipient, QTF BOD
  - Mr. Jim Parisi, CEO, St. Luke's Health - The Woodlands Hospital, QTF Achievement Recipient, QTF BOD

3:15-4:15 Comfort Break and Mini-Discussion Rooms with a Panel of Baldrige Leaders

- What is the role of Senior Leaders?
  - Dr. Ken Davis, Two Time Baldrige Recipient, QTF BOD (Host), Mr. Cary Hill, (formerly with Mesa), 3-time Baldrige Recipient, QTF BOD, Dr. Adena Loston, President, St. Philip's College QTF BOD
- How can you get the workforce to buy in to Baldrige?
  - Mr. Tommy Gonzalez, City Manager, El Paso, Baldrige Recipient with City of Irving, 2-time QTF Award Recipient (Host)
- How can the Criteria help you improve operations?
  - Ms. Diane Brockmeier, President and CEO of Mid-America Transplant, Baldrige Award Recipient, QTF BOD, & Staff (Host)
- Focusing on your Governance?
  - Ms. Tracey Jerome, Principal Writer (Host) and Mr. Robert Cortinas, CFO, City of El Paso

4:15-4:45 Final Event – Open Discussion with the Quality Texas Foundation CEO – Dr. Mac McGuire (Host)

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)