

The Secretary's Robert W. Carey Performance Excellence Symposium and Awards Ceremony

Theme: The Shape of Things to Come

Location: Omni Shoreham, 2500 Calvert Street NW, Washington, DC 20008

Draft Agenda Date: November 15, 2011

Day One: December 7, 2011

Time	Topic	
8:00 am – 8:15 am	Welcoming Remarks Greg Giddens, Director, Enterprise Program Management, Office of Policy and Planning	
8:15 am – 8:30 am	Welcoming Remarks - TBD Partnership Council	
8:30 am – 9:30 am	Key Note Speaker William Schoenhard, FACHE, Deputy Under Secretary for Health for Operations and Management, VHA –	
9:30 am – 9:50 am	BREAK	
9:50 am – 11:20 am	Creating and Sustaining a Culture of Excellence Debbie Ritchie, Chief Operations Officer, Studer Group (2010 Baldrige Recipient)	
11:20 am – 12:00 noon	Speaker – Social Networking Bill Cerniuk Technology Director / Sr. Technologist, VHA Health Information	
12:00 noon – 1:00 pm	LUNCH	
1:00 pm – 2:30 pm	Interactive Session: <i>Managing for Innovation</i> Quiet Excellence Doug Serrano, Col., U.S. Army (Ret.) Denise Haynes	Interactive Session: <i>Creating a Sense of Urgency Around Cultural Transformation</i> Debbie Ritchie, Chief Operations Officer, Studer Group (2010 Baldrige Recipient) –
2:30 pm – 2:50 pm	BREAK	
2:50 – 4:20 pm	Interactive Session: <i>Thanks for the Feedback ... Now What?</i> Quiet Excellence Doug Serrano, Col., U.S. Army (Ret.) Denise Haynes	Interactive Session: <i>Developing Examiner-Friendly Applications</i> Baldrige Coach Glenn Bodinson Kay Kendall

Day Two: December 8, 2011

Time	Topic
8:00 am – 8:15 am	Opening remarks, day two
8:15 am – 9:15 am	Strategic Excellence–Montgomery County Public Schools (2010 Baldrige Recipient) Michael Perich Consultant, Systemwide Continuous Improvement Montgomery County Public Schools
9:15 am – 9:45 am	National CemeteryAdministration (NCA) – The Shape of Things to Come Ronald Walters, Deputy Under Secretary for Finance and Planning/CFO, NCA
9:45 am -10:05 am	BREAK
10:05 – 11:00 am	Best Practices: Shaping the Organization for the Future – Carey Past Trophy Winners Central Arkansas Veterans Health Care System - – Someone from PENTAD South Texas Veterans Health Care System – Corey Ramsey, Deputy Associate Director for Patient Care Services, Deputy Nurse Executive Robley Rex VA Medical Center, Louisville, Kentucky Wayne Pfeffer, Director
11:00 am – 11:25 am	2011 Applicant Best Practice: Measurement, Analysis, and Knowledge Management Jonathan H. Gardner, MPA, FACHE, Director, Southern Arizona VA Health Care System”
11:25 am – 11:50 am	2011 Applicant Best Practice: Leadership Benjamin R. Campeau, Jr., Associate Medical Center Director Salena Wright-Brown, Associate Director, Patient Care Services
11:50 am – 1:00 pm	LUNCH
1:00 pm – 1:30 pm	NIST Baldrige program update Jeff Lucas
1:30 pm – 2:00 pm	2011 Applicant Best Practice: Process Management James H. Quillen (waiting for response)
2:00 pm - 2:10 pm	20 Years of Performance Excellence in VA: Carey Through the Years Carey Symposium Planning Committee Member to introduce
2:10 pm – 2:30 pm	Break
2:30 pm – 3:00 pm	VBA Speaker – Robert W. Carey Performance Excellence Then and Now
3:00 pm – 4:00 pm	Keynote Speaker(s) – Leadership Transition - Gary De Gasta previous WRJ director (retired) Robert Walton current WRJ director Dr. Mayo-Smith our VISN director - Baldrige Applicant (POC - Joanne)
4:00 pm – 4:20 pm	Wrap Up & Evaluation, Reminder of awards schedule

**The Secretary's Robert W. Carey
Performance Excellence Awards**



2011 Awards Ceremony

Omni Shoreham
2500 Calvert Street NW
Washington, DC

December 9, 2011	
9:00 am	Room open for seating
10:00 – 11:30 am	Secretary's Robert W. Carey Awards Ceremony <ul style="list-style-type: none"> • Opening XXXXX • Address The Honorable Eric Shinseki Secretary of Veterans Affairs (invited) • Award Presentations <ul style="list-style-type: none"> ○ Circle of Excellence Awards ○ Performance Achievement Awards ○ Performance Excellence Awards ○ Trophy Award • Closing.....XXXXXXXXX
11:30 – 1:15 pm	<ul style="list-style-type: none"> • Reception