

Lighting the Way to Excellence

Thursday, October 20th, and Friday October 21st, 2022
Hard Rock Hotel and Conference Center, San Diego, CA

Day One – Thursday, October 20th

7:30 - 11:55 am	<p>Registration and Attendance to the Baldrige Fall Conference Morning Sessions Community-focused sessions include:</p> <ul style="list-style-type: none"> • 8:15 am – 9:00 am - Let Leadership Light the Way: Thriving in a Time of Change – Keynote Presentation by Nick Macchione, Director & Deputy Chief Administrative Officer, San Diego County’s Health and Human Services Agency, San Diego County, CA • 10:10 am – 10:55 am - A Rural Nebraska Approach to Community Excellence – Concurrent Session by Karen Kliment Thompson, Vice President, Ancillary Services, McCook, NE • 10:10 am – 10:55 am – Government Sector-focused Concurrent Session by Carey Riccitelli, Director of Strategy and Innovation, San Diego County’s Health and Human Services Agency, San Diego, CA • 11:10 am – 11:55 am - Baldrige Principles in Community Work: Key Strategies in Implementing the Communities of Excellence Framework in the San Diego South Region Community – Concurrent Session by Barbara Jiménez, Community Operations Officer, Department of Homeless Solutions and Equitable Solutions, San Diego County’s Health and Human Services Agency, San Diego, CA • 11:10 am – 11:55 am – Healthcare Sector-focused Concurrent Session by Karen Kiel Rosser, Vice President and Quality Improvement Officer, Mary Greeley Medical Center, Ames, IA
11:55 – 1:15 pm	<p>Baldrige Fall Conference Lunch featuring Communities of Excellence 2026 Community Recognition</p>
1:15 – 3:00 pm	<p>The Light at the End of the Tunnel <i>Communities of Excellence Learning Collaborative and Alumni Attendees Only</i></p> <ul style="list-style-type: none"> • The significance of Congressional Authorization of Community Award Category • Exploration and discussion of community excellence and what it means to your community <p><i>COE Faculty</i></p>
3:00 – 3:10 pm	<p><i>Oh Boy. Break Time!</i></p>
3:10 – 4:00 pm	<p>Baldrige Fall Conference Senior Leader Panel Discussion <i>Brian Lassiter, Chair, Alliance for Performance Excellence, COE Board Member and Faculty</i> <i>Tommy Gonzalez, City Manager, City of El Paso, TX, COE Board Member</i> <i>Javier Hernández-Lichtl, CEO, Doctors Hospital and Miami Orthopedics & Sports Medicine Institute, COE Board Member</i> <i>Tim Tuter, Executive Director, Charter School of San Diego</i></p>
4:30 – 6:00 pm	<p>Excellence Ahoy! Reception and Celebration of Communities <i>Communities of Excellence Learning Collaborative Participants, Alumni, and Invited Guests</i></p>

Lighting the Way to Excellence

Day Two – Friday, October 21st

7:30 - 8:00 am	Day Two Registration and Breakfast		
8:00 – 8:30 am	Welcome and Introductions <i>Stephanie Norling, Executive Director, San Diego, CA</i>		
8:30 – 9:30 am	The Wind in our Sails: How the Communities of Excellence Framework has Strengthened Community Work in the San Diego Region Panel Presentation		
9:30 – 9:45 am	<i>Oh Buoy. Break-Time!</i>		
9:45 – 11:00 am	The Buoys and Beacons of Understanding Your Why Results Presentation and Activity <i>COE Faculty</i>		
11:00 – 11:10 am	<i>Oh Buoy. Break Time and Transition to Deep Dive Sessions</i>		
	National Learning Collaborative Year 2, Year 3, and Alumni Participants	National Learning Collaborative Year 1 Participants	General Participants
11:10 – 12:00 pm	Navigating Through the Fog: Spotlights on Promising Practices Round One <ul style="list-style-type: none"> • <i>Moving from To-Do Lists to Processes</i> • <i>Continuous Improvement and Navigating Your Feedback Report</i> Promising Practice Presentations and Table Activities	Getting Started with the National Learning Collaborative Interactive Discussion on your Sense of Urgency: The 5 Why's	Starting your Journey to Community Performance Excellence
12:00 – 12:45 pm	<i>Lighthouse Lunch</i>		
	National Learning Collaborative Participants	Alumni Participants	General Participants
12:45 – 1:30 pm	Navigating Through the Fog: Spotlights on Promising Practices Round Two <ul style="list-style-type: none"> • <i>Developing your Crew-Mentors, Coaches, and Other Support</i> • <i>Communication Approaches for the Spectrum of Buy-In</i> Promising Practice Presentations and Table Activities	What's Next with the Alumni Program? Facilitated Discussion	Introduction to the Communities of Excellence Framework
1:30 – 2:15 pm	Steering Clear of the Rocks Q&A Session		
2:15 – 2:30 pm	Wrap Up and Conference Conclusion		