

Simply the Best

Achieving extraordinary levels of service and operational excellence

Wednesday, April 13, 2005, 9 a.m. to 3 p.m.

Embassy Suites Hotel, 1200 S. Moorland Road, Brookfield, Wisconsin

Do you strive to work in an environment that can claim to be in the “100 Best Companies to Work for in America”? How about being in a place that has earned a ranking in the top 1% in patient satisfaction? Well, if you worked at Baptist Health Care in Pensacola, Florida, you’d already be there.

With the help of the Baptist Health Care Leadership Institute, Baptist Health Care went on a journey to excellence that brought them from the 19th percentile in patient satisfaction to the 99th percentile. It also earned them industry accolades, including the Malcolm Baldrige National Quality Award. Join us on April 13 and you will be one step closer to your “Journey to Excellence”!

The Baptist Health Care Leadership Institute was created in response to requests for training and consultation from healthcare colleagues across the nation. We are pleased to be able to share some of those experiences and successes, assisting our colleagues in achieving new levels of performance.

The Leadership Institute shares with client organizations all the lessons learned and lessons still being learned by Baptist Health Care, lessons that allowed Baptist to achieve extraordinary results in customer and employee satisfaction.

Speaker

Kelly Rozier, RN

Kelly Rozier is an experienced clinical consultant and speaker with the Baptist Health Care Leadership Institute. As a coach, Kelly’s first-hand familiarity with the role of clinical department manager and service team leader within Baptist Health Care provides insight into the challenges and opportunities for other healthcare organizations.

Expert Panel

A reactor panel of hospital experts from South Carolina, Pennsylvania and Ontario who have all worked with the Baptist Health Care Leadership Institute will share their “Journey to Excellence.” They will describe their experiences associated with that journey to quality and service improvements, and talk of how the Institute helped them manage cultural change in their hospitals.

Agenda

9 - 9:30 a.m.

Registration, Continental Breakfast

9:30 - 11 a.m.

“Journey to Excellence” Kelly Rozier, RN

11:15 - 11:30 a.m.

Business Meeting

11:30 a.m. - 12:30 p.m.

Lunch

12:30 - 3 p.m.

Expert Panel

Location

Embassy Suites Hotel is located on Moorland Road, Brookfield, directly South off of I-94. For further directions and reservations, visit www.milwaukeeest.embassysuites.com or call 1-262-782-2900 or 1-800-EMBASSY.



Registration

Name: _____

Title: _____

Organization: _____

Address: _____

Phone: _____ Fax: _____

E-mail: _____

Fee (mark choices):

_____ Conference Fee for Members: \$125

_____ Conference Fee for Non-Members: \$150

_____ Conference Fee and Membership: \$185

Please make checks payable to:

Wisconsin Forum for Healthcare Strategy

Send to:

Mary Kay Grasmick

Vice President, Communications

Wisconsin Hospital Association

P.O. Box 259038

Madison, WI 53725-9038

If you have questions, contact Mary Kay at 608-274-1820 or mgrasmick@wha.org. Your registration fee must be received by April 4, for you to be considered registered. Paid fees are not refundable after April 4. Please substitute another person if you cannot attend.