



FLORIDA STERLING Performance Improvement Summit

Best Practices. Professional Development. Discover Excellence.

Miami Dade College – Wolfson Campus
October 5, 2017 • 8:00 a.m. – 5:30 p.m.

WHAT IS THE PERFORMANCE IMPROVEMENT SUMMIT?

It is the premier one-day high performance learning event in the state of Florida that features management best practices from both public and private organizations.

OPENING SPEAKER

Sustaining a Culture of Excellence

Over the past 20 years, Florida Department of Health in Miami Dade County has made a commitment to using the Sterling Criteria as our management framework so we can be more effective as leaders and sustain results to drive better community health outcomes. I will share our leadership commitment and a brief overview of how this has become part of our organization's culture of excellence.

*Dr. Lillian Rivera, Administrator/Health Officer
Florida Department of Health in Miami-Dade County
2002, 2006, 2012 Governor's Sterling Award Recipient
2014 & 2017 Governor's Sterling Sustained Excellence Award Recipient*



The **Performance Improvement Summit** features two incredible keynote speakers highlighting transformational leadership, 12 seventy-five minute workshop sessions, and a Six Sigma **team showcase presentation** from the University of Miami, Sylvester Cancer Center, "Fever Team". Understand how the University of Miami team leveraged a multidisciplinary innovative project to decrease time to antibiotic administration for this vulnerable cancer population and saved countless lives as well as improved patient safety. Also, the improved communication with the ER enhanced knowledge of these patients' medical needs as well as improved the perception of care for these critical cancer patients.

WORKSHOPS • BEST PRACTICES • TEAM SHOWCASE • KEYNOTE SESSION

Each workshop session is 75 minutes of applied best practice learning. Speakers will share their expertise, facilitate a hands-on exercise, and provide a tangible take away tool or technique that you can use to improve your organization. Experience first-hand why attendees rate overall workshop satisfaction at 4.6 out of 5.

Workshop Examples:

- DMAIC
- Project Management
- Transformation through Innovation
- Customer Service Strategies from the Front Line to the Board Room
- Employee Engagement
- Customer Service Excellence
- Leadership Soft Skills: How they Impact ROI
- Measuring/Tracking Performance to Achieve Results

KEYNOTE SPEAKER

Randy Prange, Executive Vice President & Chief Operating Officer, Trustbridge

Building Your Process Improvement Program in Mid Air

Trustbridge is a non-profit healthcare organization offering a continuum of care with home health, palliative, and hospice services to Palm Beach and Broward counties. The vision of the organization is to provide an unmatched healthcare experience for our patients and families in their time of need. Our improvement journey began in 2013 using Lean tools and methodologies as best practice for all process improvements. Throughout our journey, we have engaged employees in the elimination of roadblocks and on the redesign of processes that achieve the best



quality and efficient care. We will share how we have evolved and become more advanced with Lean Six Sigma and made a commitment to an organization-wide Six Sigma training program. It has become our system for strengthening our organization for a long term reduction of costs, facilitating growth, while also improving the processes and services for our patients, families, and community partners.

Register by September 22, 2017 for \$195 (or) after September 22 for \$295

Lunch included in registration fee Call the Sterling office for group rate of 5 or more 850-922-5316

