



# #We Are Sterling

Elevating organizational performance excellence.

## TALLAHASSEE PERFORMANCE IMPROVEMENT SUMMIT

Hosted by the Agency for Health Care Administration

2727 Mahan Drive Building 3 Conference Center

February 7, 2019 • 8:00 a.m. – 4:00 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 15 public and private organizations and businesses.

### Sample Workshop Topics:

- Career Progression to Executive Leader Development
- Using Lean Six Sigma
- Team Dynamics
- Leading Multigenerational Teams
- Moving your Organization from Reactive to Proactive
- How Systems & Integration Focus Lead to High Performance

The Summit features a **Florida Team Showcase** contestant, the University of Florida at Jacksonville Health “Bug Busters” team. Their project focused on reducing surgical site infections by determining why patients were getting them using six sigma green belt techniques to analyze data. The team determined the cost of poor quality to be over \$4.3 million, plus intangible losses. The root cause of the problem and appropriate solution was determined and rolled out through training staff and educating patients. Results from this project resulted in ZERO infections in six of eight months with the average rate dropping below the goal of 3.1 to 0.3%. Learn more about the strength of appropriately applied data and analytics.

### WORKSHOPS • BEST PRACTICES • TEAM SHOWCASE • KEYNOTE SESSION

[CLICK HERE TO REGISTER \(\\$195\)](#)

For more information visit [www.floridasterling.com](http://www.floridasterling.com) or Call (850)-922-3516



### KEYNOTE SPEAKER

**Roland Martinez, Deputy Director, Florida Department of Health in Broward County, 2018 Governor's Sterling Award Recipient**

### ***Becoming Sterling Strong: Leadership Strategies that Transformed an Organization***

For the past 10 years, the Florida Department of Health in Broward County (DOH-Broward) has utilized the Sterling Criteria as the framework of its organizational management system. Come along with us on a tour of the foundational leadership strategies that resulted in the cultural transformation of DOH-Broward. We will show you how an average organization can be changed into a high-performing public sector powerhouse culminating in the achievement of 2018 Governor's Sterling Award.



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## Tallahassee Performance Improvement Summit

Agency for Health Care Administration, Building 3 Conference Center  
 2727 Mahan Drive, Tallahassee  
 February 7, 2019 – 8:00 a.m. – 4:00 p.m.  
**SESSIONS AT A GLANCE**

		Leadership	Strategic Planning	Customers	Measurement, Analysis, & Knowledge Management	Workforce	Operations	Results	Sterling Process	Room number
<b>REGISTRATION NETWORK 7:30 – 8:00 A.M.</b>										
<b>8:00 a.m. Introduction &amp; Keynote</b>										
Dione Geiger, President, Florida Sterling Council	Welcome to Sterling									A
<b>Roland Martinez, Director of Organizational Development, Florida Department of Health in Broward County</b> 2018 Governor's Sterling Award Recipient "Becoming Sterling Strong: Leadership Strategies that Transformed an Organization"										
<b>9:30 a.m. – 11:00 a.m. Workshops</b>										
How Systems Integration and Integration Focus Lead to High Performance	Electronic Training Solutions		X				X			
Using Lean to Clean	Florida Power and Light					X	X			
Buidling & Assessing Your Team for Effective Process Management	FloridaMakes					X	X			
Career Progression to Executive Leadership	City of Tallahassee	X				X				
<b>11:00 – 11:10 Break</b>										
<b>11:10 a.m. – 12:40 p.m. Workshops</b>										
Leadership Style & Organizational Climate: Leadership that Makes a Difference	Florida Department of Health in Broward County	X								
Managing your Team's Performance	FBMC Benefits Management					X				
Moving your Organization from Reactive to Proactive	Electronic Training Solutions			X			X			
Technology Trends Improving the Workplace and Customer Service	223 Agency			X	X					
<b>12:50 p.m. – 1:50 pm Lunch &amp; Team Showcase Event-The Bug Busters Team</b>										
<b>1:50 p.m. – 3:20 p.m. Workshops</b>										
Establishing a High Performance Culture	Miami-Dade Parks, Recreation and Open Spaces Dept.	X								
Choosing the Right Measures that Matter	It's All About Leadership				X					
Leading Multi-Generational Teams	Florida Department of Children and Families					X				
Graphing Data for Maximum Impact	Nature Coast Quality Associates				X					
<b>3:25 p.m. – 4:00 p.m. Wrap up of the Day</b>										
Facilitated discussion: What did we learn today and what will we be taking back to improve our organization? <b>Share / Network</b>	Florida State University, CPM Program									A