

**2009 Alabama Quality Award Conference**  
**December 2-4, 2009**  
**Highlights**

**Pre-Conference Seminars – Wednesday, December 2**

**Title – *How is The Joint Commission applying Robust Process Improvement (Lean-Sigma) to improve patient safety, its everyday work processes and long term strategy?***

***Workshop description*** – The Joint Commission, through its new Center for Transforming Healthcare, aims to help transform health care into a high reliability industry by developing highly effective, durable solutions to health care’s most critical safety and quality problems in collaboration with health care organizations, by disseminating the solutions widely, and by facilitating adoption. Robust Process Improvement (RPI) is the means to facilitate problem solving for these critical safety and quality issues. This is also being applied to The Joint Commission’s internal processes to help it more effectively meet its mission while benefiting the customers it serves.

This workshop will provide an overview of how The Joint Commission defines RPI (including quality methodology, tools and change management), how it is applied both internally and with the Center for Transforming Healthcare’s collaborating health care organizations. This will be framed through examples of ongoing work illustrating how it can be successfully applied to a wide range of problems within healthcare. It will also share how the Malcolm Baldrige framework is guiding the Center for Transforming Healthcare's long term strategic planning and organizational structures.

**Presenter - Alex Vandiver, Master Black Belt, Robust Process Improvement, The Joint Commission**

**A Workshop on “Understanding the Criteria for Performance Excellence”.** A detailed look at the Alabama Quality Award Criteria (Baldrige Criteria) and tips on how to put an application together.

**Seminar on Lean-Sigma for Long Term Care** – a look at how the tools and techniques of Lean-Sigma can be applied in a Long Term Care and Assisted Living Environment.

Presenter: Stacey Rose, Administrator, Golden Living Center, Pell City.

**Seminar on Leading and sustaining a Lean-Sigma Journey by Creating a Strategic Culture for Performance Excellence.**

Presenters: Dr. David Miller and Jason Hatter

**Thursday, December 3**

***Sharing of Best Practices***

2009 Alabama Quality Award recipients will share some of their best practices led to them being recognized. This is an excellent benchmarking opportunity.

**Organizations being recognized and sharing their best practices include:**

**Level One Recipients**

- Lynwood Healthcare and Rehabilitation Center  
Mobile
- Windsor House Nursing Home  
Huntsville

**Level Two Recipients**

- Brookshire Healthcare  
Huntsville
- Hancock Holding Company  
Gulfport, MS
- Marshall Medical Centers  
Guntersville
- University of Alabama Student Health Center  
Tuscaloosa

**Level Three Recipients**

- Mayer Electric Supply Co., Inc.  
Birmingham
- Talladega Healthcare Center  
Talladega
- UAB University Hospital  
Birmingham

**Award of Excellence for Continuous Productivity and Quality Improvement**

- DCH Health System

***Luncheon Speaker – December 3***

**Pam Brock – Vice President, Marketing and Strategic Planning  
Poudre Valley Health System – 2008 Baldrige Recipient**

The title of her presentation will be “Saving Lives with Baldrige”

## **Team Showcase Presentations**

### **Gold Level Winner**

Huntsville Hospital  
*Anticoagulant Safety Team*

### **Silver Level Winners**

Huntsville Hospital  
*Medication Reconciliation Team*

Huntsville Hospital  
*Rapid Molecular Techniques Team*

Shelton State Community College  
*Strategic Planning Team*

University of Alabama Student Health Center  
*Cycle Time Kaizen Team*

### **Bronze Level Winners**

Infirmity Health System  
*IHS Hand Hygiene Quality Initiative*

Shelton State Community College  
*System Improvement Team V*

## **Friday, December 4**

### **Post Conference Seminar – How to Start Your Baldrige Journey**

There will be a seminar immediately following breakfast that will be led by Pam Brock. She will dig deeper into Poudre Valley's preparation for their Baldrige journey, some of their big obstacles and oversights, and the absolute necessity of having leadership committed to the Baldrige process. In addition, she will share some of the key findings in writing the application and learning the criteria, and how they streamlined those processes to create a more efficient, aligned process. There will also be an in depth Q&A to address the specifics of the group.