



# Agenda

## Joint Executive Roundtable

Sponsored by MN Section of ASQ, Performance Excellence Network,  
MN Healthcare Quality Professionals  
and  
Boston Scientific



# Agenda - 2013 Executive Roundtable

## MN Professional Development Summit (Earle Brown Heritage Center)

- 08:00 Welcome and introductory comments - Robert Mitchell, Chair MNASQ
- 08:15 **Keynote Speaker - Jerome Hamilton, VP LSS & Quality, 3M**
- 09:30 Break
- 10:00 Summit Day 1 sessions begin...

## 10:00 Executive Roundtable begins (Embassy Suites Mpls North hotel)

- 10:00 Welcome and Sponsor Introductions (Bob, Brian, Denise)
- 10:10 Participant introductions (Name, Organization)
- 10:45 Guest Speaker #1 - **Luann Penty - VP Global Quality, Medtronic**
- 11:15 Table dialogue
- Noon Lunch
- 1:00pm Guest Speaker #2 - **Mary Russell, Dir., Org. Effectiveness, HealthPartners**
- 1:30pm Table dialogue
- 2:30pm Break
- 3:00pm Large group discussion
- 4:00pm Wrap-up & Next Steps
- 4:30pm Open Networking & Cocktails - (Earle Brown Heritage Center)



# Why This, Why Now?

- Engage MN executives & senior Quality leaders
- Peer-to-peer learning
- Creating advantage in today's challenging world:  
The integration of innovation, continuous improvement and employee engagement
- Barriers to growth, success?



# Growth, Success

- Barriers / Underlying Contradictions?
  - Rapid rate of change
  - What does it mean to innovate?
    - Process, Product, Services
    - Incremental, Breakthrough, Disruptive
  - Customer sophistication; social media
  - Employee engagement; Generations
  - Aging population
  - More regulations

# 21<sup>st</sup> Century Quality

- Cannot take quality for granted
- Quality is the competitive advantage

|             | <b>Then</b>      | <b>Next</b>      |
|-------------|------------------|------------------|
| Goal        | Prevention       | Perfection       |
| Quality of  | Product          | Enterprise       |
| Philosophy  | Processes        | Community        |
| Sector      | Manufacturing    | Every            |
| Waste       | Tolerable        | Abhorrent        |
| Focus       | Product/Service  | Experience       |
| Methodology | Control/ Improve | Change/Transform |

# Total Customer Experience

- End-to-end value chain
- The customer wants what they want, when they want it.
- Juran: Quality = Features + Defect-free
- Customer Experience
  - Product and Service
  - Every transaction
  - Every touchpoint
  - The overall “experience”

# Anticipated Outcomes

## Participants -

- Collaborate around common challenges
- Forge new professional relationships
- Build your network
- Possible benchmarking visits
- Share best practices, key learnings
- Next steps...

## Sponsors -

- Gather VOE
- Develop new products & services



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# A Focus on Quality

February 26, 2013

Luann Pandy, Ph.D.  
Global Quality VP



# Table Discussion #1 - Culture of Quality

1. What do YOU do to drive a culture of Quality and Continuous Improvement in your organization?
  - What's worked?
  - What would you do differently?
2. Can you identify examples of “pretty good” practices shared at your table?

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# At a Healthy Crossroad: the intersection of organization improvement and workforce engagement

*Minnesota ASQ Executive Roundtable  
Tuesday February 26, 2013*

*Mary Russell, Director,  
Organization  
Effectiveness/Leadership Support,  
HealthPartners*

# Table Discussion #2 - Integration

3. What do YOU do to lead innovation, continuous improvement and employee engagement to drive meaningful change?
4. Can you identify any “pretty good” practices around promoting and advancing Total Customer / Patient Experience?

# Large Group Report Out

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- Key Learnings
  - What ideas created some “spark” for you?
  
- Next steps?



# Closing

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- A word from our sponsors:
  - MNASQ
  - Performance Excellence Network
  - MN Healthcare Quality Professionals
- Thank you to Boston Scientific for their financial support !
- Thank you, all, for your participation!
- White Paper
- Networking / Cocktails

