Baltimore Section (0502) Dinner Meeting
and
Maryland Performance Excellence Foundation (MPEF) Awards Ceremony

Tuesday, October 15, 2013

Time:
4:30 - 6:00 p.m.  Registration
5:00 - 6:00 p.m.  First Presentation (ASQ Recertification - 0.3 RUs)
6:00 - 6:45 p.m.  Buffet Dinner and Networking
6:45 - 7:45 p.m.  Second Presentation (ASQ Recertification - 0.3 RUs)
7:45 - 8:00 p.m.  Update from the Baldrige Performance Excellence Program and the 2013 MPEF Award Ceremony

Meeting:  This is a joint meeting of the ASQ Baltimore Section and the Maryland Performance Excellence Foundation (MPEF), during which MPEF will present this year’s Maryland Performance Excellence Awards*.

Location:  Snyder’s Willow Grove Restaurant, 841 N Hammonds Ferry Rd, Linthicum, MD (410-789-8244 www.snyderswillowgrove.com).  Exit 8 off of the Baltimore Beltway / 695, then right.

Cost:  Advance registration is required for dinner.  No charge without dinner.  See RSVP below.  $25 (ASQ Members)/ $30 (non-members), includes dinner.  Cash or checks (written to ASQ Baltimore) accepted.  No credit/debit cards/coupons.

RSVP:  Register electronically via the ASQ-Baltimore Section web page http://www.asqbaltimore.org/ Click on Events » Reservations.  Please register no later than 3 days prior to the meeting.  Cancel if unable to attend, otherwise you may be billed.  Indicate if you will not be having dinner.  In the event of inclement weather, please consult the website.

As quality practitioners, we are hearing the news that US healthcare providers continue to make great progress in process and performance improvement through the use of the National Malcolm Baldrige Criteria for Performance Excellence.  Along with the award ceremony, the ASQ Baltimore Section and the MPEF are proud to present lessons learned and best practices from two local healthcare providers that are using the framework and making great strides towards achieving their vision of being world class.

First Presentation: MedStar St. Mary's Hospital
Title: MedStar St. Mary’s Hospital’s Baldrige Journey
Presenter: Christine R. Wray, FACHE, President, MedStar St. Mary's Hospital; Sr. Vice President, MedStar Health

Second Presentation: GBMC HealthCare, Inc.
Title: In Pursuit of the Quadruple Aim
Presenter: John B. Chessare, MD, MPH, President and CEO; GBMC HealthCare System

About the First Presentation

MedStar St. Mary's Hospital is a community hospital that delivers state-of-the-art emergency, acute inpatient and outpatient care in Leonardtown, Maryland.  With innovative technology and a dedication to excellence, our associates and medical staff members are committed to providing the highest quality care to our patients through the hospital and extensive outreach programs.  As a proud member of MedStar Health, the region's largest healthcare system, our guiding vision is to be the trusted leader in caring for people and advancing health.
About the First Presentation Speaker

Christine has served as president of MedStar St. Mary's Hospital since 1992 and senior vice president of MedStar Health since 2011. In her role as president of MedStar St. Mary’s, she focuses on building strong relationships with members of the Board of Directors, Medical Staff, hospital associates, volunteers, and the community. She also serves as a representative to state healthcare organizations, and actively engages MedStar St. Mary's leadership in shaping and developing industry policy.

Christine earned a bachelor's degree in public health from The Johns Hopkins University in Baltimore, and a master's degree in health planning and administration from The Johns Hopkins School of Hygiene and Public Health. She is a fellow of the American College of Healthcare Executives (FACHE) and member of the Maryland Hospital Association. She also serves on the governor-appointed Maryland Health Quality & Cost Council and on the boards for Chesapeake Potomac Home Health Agency, the Chesapeake Potomac Regional Care Center, and Hospice of St. Mary's and completed Leadership Maryland in 1998.

Christine is active in civic affairs, including the Southern Maryland Navy Alliance and The Rotary Club of Leonardtown, in which she is a Paul Harris Fellow and recipient of the 1999 Leonardtown Rotarian of the Year. She was named Business Person of the Year by the St. Mary's County Chamber of Commerce in 2000, received the College of Southern Maryland's Leading Edge CEO of the Year Award in 2009, and recognized with the Delmarva Foundation for Medical Care, Inc. Excellence Award for Quality Improvement in 2004, 2008, 2009, 2010, 2011 and 2012.

About the Second Presentation

The GBMC HealthCare System is comprised of the Greater Baltimore Health Alliance, a physician practice association including both private-practicing and employed physicians, the Greater Baltimore Medical Center, a 300 bed general acute care hospital located in Towson, Maryland, and Gilchrist Hospice Care, the largest provider of hospice care in Maryland. The system is designed for patient-centered care and is positioned to meet the challenges confronted by the US healthcare system. The business model is one of continuous improvement and learning and its aims of Better Health and Better Care with the Least Waste and the Most Joy for those providing the care are central to its vision and vision phrase: “To every patient, every time, we will provide the care we would want for our own loved ones”.

About the Second Presentation Speaker

Dr. Chessare is a hospital executive who has been actively involved in designing and managing systems of care in academic medical centers and in community hospitals. A pediatrician, he is a graduate of Boston College, the University of Rome School of Medicine, and the University of Michigan School of Public Health. Dr. Chessare is recognized nationally for his work in utilizing operations management to improve patient flow and drive out waste in the acute care hospital, and for designing safer and more reliable medication delivery systems. His present work, as president and CEO of the GBMC HealthCare System is in transforming his organization to be better able to deliver higher value by creating better health, better care and lower cost with more joy for those providing the care.

Directions:  From 695 South (Glen Burnie) take Exit 8. Make a right off the exit ramp, a right at the traffic light onto Nursery Land, and a right at the traffic light onto N. Hammonds Ferry Rd. Snyder's will be on your immediate right just past the next traffic light. From 695 North (Towson) take Exit 8. At the end of the exit ramp make a right onto N. Hammonds Ferry Rd. Snyder's will be immediately on your right.

*The Maryland Performance Excellence Awards program is managed by the Maryland Performance Excellence Foundation, Inc. and is the state’s Baldrige-based education and recognition program whose mission is to advance performance excellence through education, assessment and feedback, leadership, sharing of best practices and recognition. Its vision is that Maryland will be home to the nation’s highest performing organizations, elevating the quality of life for all who live and work in the state. Please visit their website to learn more about the program and how you may get involved. http://www.marylandexcellence.org/*