

Get Acquainted CEO and Administration Team Dinner

For the evening **prior to Day 1** of your Ignite the Patient Experience™ – Two-Day Fast Track, please schedule a dinner meeting between your CEO, Administration Team, and CLS ITPE Expert Implementation Team (subject to onsite ITPE).

| TIME | RESTAURANT NAME & FULL ADDRESS | CEO CELL PHONE NO. |
|---|---|--|
| 6:00pm <i>(subject to change pending travel arrangements. Recommended 6:00 PM)</i> | Moore County Hospital District 224 E 2nd St Dumas, TX 79029 Administration Suite Boardroom | 806-517-8812 <i>(in case of travel emergency)</i> |

Master Schedule – Day 1

| TIME | EVENT | LOCATION (FULL ADDRESS) | REQUIRED LIVE STREAMING <input checked="" type="checkbox"/> |
|---|--|--|---|
| 8:30 – 9:00 AM | Meeting Planner meet with CLS ITPE Expert Implementation Team to Set-up/Prepare and Meet and Greet | Moore County Hospital District 224 E 2nd St Dumas, TX 79029 Administration Suite Marketing Office | |
| 9:00 – 9:30 AM | CEO Meeting and Facility Tour (subject to onsite ITPE) | Same address as above CEO Office | |
| FOCUS GROUP | | | |
| 9:30 – 11:30 AM | Frontline Staff Focus Group* | Same as above - Administration Classroom | |
| 9:30 – 11:30 AM | Nurse/Clinical Leaders Focus Group** | Same as above - IT Classroom | |
| 11:30 AM – 12:00 PM | Break | | |
| 12:00 – 1:30 PM | Department Head (all Non-Clinical Leaders) Focus Group* | Same as above - IT Classroom | |
| 12:00 – 1:30 PM | Board, Physicians, and Advanced Care Practitioners Briefing (includes CEO and Lunch)** | Same as above - Boardroom | |
| 1:30 – 1:45 PM | Break | | |
| EXECUTIVE (SENIOR MANAGEMENT) TEAM DEBRIEF | | | |
| 1:45 – 3:45 PM | Executive (Senior Management) Team Debrief | Same as above - Boardroom | |

NOTE:

*Facilitated by Vice President of Process Improvement (CLS Expert Implementation Team)

**Facilitated by Ignite The Patient Experience Specialist (CLS Expert Implementation Team)

Sessions are presented simultaneously in separate rooms

If a key Executive/Senior Management is unavailable on Day 1, please set up a virtual meeting in advance with:

Rhonda Stel
Director of Service Development
Email: rhonda@customlearning.com
Telephone: 1-800-667-7325 Ext. 2200

or Annie Yeoh-Sparksman
Executive Assistant to Brian Lee, CEO
Email: annie@customlearning.com
Telephone: 1-800-667-7325 Ext. 2219

Administration (Senior Management/C-Suite) Team Debrief Attendance Roster

| NAME (FIRST AND LAST NAME) | POSITION / RESPONSIBILITY | DEPARTMENT / UNIT |
|----------------------------|---------------------------|-------------------|
| SEE ATTACHED | | |
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Room / Location: Administration Classroom Floor:
 Start Time: 1:45 PM End Time: 3:45 PM

PAGE 12-14 | ATTENDANCE ROSTERS

FRONTLINE STAFF FOCUS GROUP

Start time: 9:30am | End Time: 11:30am | Meet & Greet: 9:15am

Location: Administration Classroom

Participants (14 total)

Amy Davis, HR Generalist

Brenda Gonzalez, OBGYN Clinic

Bridgette Plemmons, Clinic PFS

Elizabeth Deregules, Registered Nurse, Surgery

Gladiola Valdez, Registered Nurse, Med Surg/ICU

Ibeth Torres, Family Health Clinic

Johnna Nevarez, Respiratory Therapist, Respiratory

Juanita Aguilar, LVN, MNRC

Katera Padilla, Medical Laboratory Technician, Laboratory

Morgan McNeely, Network Administrator, Medical Information Services (IT)

Otniel Rosas, Maintenance Mechanic, Plant Operations

Patsy Casanova, Registered Nurse, Home Health & Hospice

Selma Aguilera, Housekeeper, Environmental Services

Yolisma Rivero, Community Education, Population Health

DEPARTMENT HEAD (NON-CLINICAL LEADERS)

Start time: 12:00pm | End Time: 1:30pm

Location: IT Classroom (C)

Participants (8 total)

James (Jim) Bacon, Director, Patient Financial Services

Larry Churchill, Director, Medical Information Services (IT)

Lindsey Hammock, Director, Environmental Services

Melissa Venzor, Director, Admissions

Shawn Shafer, Director, Plant Operations

Terrance McKean, Director, Dietary Services

Tina Harding, Director, Materials Management

Zandra (Zandy) Perez, Director, Clinic Patient Financial Services

DEPARTMENT HEAD (CLINICAL LEADERS)

Start time: 9:30am | End Time: 11:30am

Location: IT Classroom

Participants (14 Total)

Allison Loya, Director, Med Surg/ICU

Amanda Garcia, Director, Memorial Nursing & Rehabilitation Center

Amanda Jones, Director, Laboratory

Caleb McCutchan, Director, Home Health & Hospice

Christine Kimbrell, Director, Therapy Services
Elise Heil, Director, Pharmacy
Jamie Batenhorst, Director, Respiratory
Kelly Galloway, Director, Emergency Department
Laura Vasquez, Director, Population Health
Maria Mendoza, Director Nursing, Moore County Family Health Clinic
Michele Sharp, Director, Women's Services
Sandra Qualls, Director, Utilization Review
Stacey Robinson, Director Surgery
Steve Fuston, Director, EMS

BOARD, PHYSICIANS, ADVANCED CARE PRACTITIONERS

Start time: 12:00pm | End Time: 1:30pm

Location: Boardroom

Participants (8 total)

Gasim Bella DO, Internist, Moore County Adult Medicine
Jeff Turner, CEO
John Frantz, Chairman of the Board
Justin Corbin MD, Family Medicine, Moore County Family Health Clinic
Kori Trimble, PA-C, Family Medicine, Moore County Adult Medicine
Shannon Gillespie, Board Member
Stacey Grall, Vice-Chairman of the Board
Stephanie Diehlmann MD, Family Medicine and OB/GYN, Moore County Obstetrics & Gynecology

ADMINISTRATION TEAM DEBRIEF

Start time: 1:45pm | End Time: 3:45pm

Location: Boardroom

Participants (8 total)

Ashleigh Wiswell, Chief Operations Officer
Ashley Smith, Marketing & Administrative Project Coordinator
Connie Flores, Chief Practices Officer
Galeana (Galy) Huggenberger, Administration Memorial Nursing & Rehabilitation Center
Jeff Turner, Chief Executive Office
John Sharp, Chief Financial Officer
Kathie Fuston, Director Human Resources/ Executive Director of the Moore County Health Foundation
Yessenia Longoria, Chief Nursing Officer