

# CONTINUOUS IMPROVEMENT STRATEGIES to Generate Positive Outcomes



COMPLIMENTARY  
EVENT

Space limited!

Thursday, November 20  
3:00 p.m. - 6:30 p.m. CDT

## LOCATION

Cook Children's Medical Center  
801 7th Ave, Fort Worth, TX

2.5 CPHQ CE'S  
have been applied for.



# AGENDA

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## 3:00 p.m. – 3:30 p.m.

“Logistics, Operational Excellence Journey at Cook Children’s”

**Shernette Kydd**, PhD, PE, MBA, LSSMBB, CPHQ, LBC, AVP,  
System Effectiveness, Cook Children’s Health Care System

## 3:30 p.m. – 4:15 p.m.

Keynote Presentation

“Beyond Quick Fixes: Building Sustainable Performance Improvement in the Health-care Industry”

**Hellen Oduor**, Director Quality, Methodist Charlton Medical Center

## 4:15 p.m. – 5:00 p.m.

“Building a Culture of Continuous Improvement”

**Sissy Cross**, BS, MS, Research Supervisor, Cook Children’s Health Care System

## 5:00 p.m. – 5:30 p.m.

Panel Discussion

“Process Improvement Unplugged: Real Stories, Real Impact”

Moderator:

**Shernette Kydd**, PhD, PE, MBA, LSSMBB, CPHQ, LBC, AVP,  
System Effectiveness, Cook Children’s Health Care System

Panelists:

**Tanya Stinson**, Owner and Founder, Leaning Towards Change

**Angela Vincent Michael**, MHS-HFM, FACHE, LSSBB, CPHQ,  
Director Performance Improvement, Methodist Health System

**Hellen Oduor**, Director of Quality, Methodist Dallas Medical Center

**Cassandra Self**, DHA, FACHE, CVAHP, CMM, LSSBB, Professional Services and Finance  
Officer, Texas Health Resources

## 5:30 p.m. – 6:30 p.m.

Networking Reception sponsored by Cook Children's