



HASC COO Network Group Meeting
Wednesday, March 7, 2012
12:00pm – 4:00pm
Board Room

DRAFT AGENDA

- I. Welcome and Introductions *Michele Graynor, Vice President,
Hospital Operations and
Performance Excellence*
- II. Networking Lunch (12:00-12:30pm)
- III. Enhancing the Patient Experience (12:30-2:00pm)
*Keynote speakers from:
Pomona Valley Hospital Medical Center
University of California – Ronald Reagan UCLA Medical Center*
*Ronald Reagan UCLA Medical
Center*
- IV. Generating Value for your Customers: A Lean Framework
(2:00-2:30pm) *Jennifer Wortham, DrPH
Institute for Performance
Excellence*
- V. Group Discussion and Brainstorming (2:30-4:00pm)
Identifying the Service Excellence Drivers *Group*
- VI. Adjournment (4:00pm)