Promoting a Culture of Excellence

**Tuesday, November 24, 8:00am - 10:00am**
*Kellogg Center, Big Ten C*
(Registration at 8:00am; program begins at 8:30am)

**Susan Hawkins**, Senior Vice-President for Quality & Patient Safety and Chief Quality Officer, Detroit Medical Center (DMC)

Prior to joining the Detroit Medical Center (DMC) in December of 2013, Susan was the Senior Vice President of Performance Excellence for the Henry Ford Health System and helped them earn a 2011 Malcom Baldrige National Quality Award. During this program, Ms. Hawkins will discuss methods used by successful organizations to identify leadership systems, strategic approaches, and aligned performance measures to drive engagement and performance improvement at every level of the company.

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