

Lab Quality Confab

PROCESS IMPROVEMENT INSTITUTE



Lab Quality Confab • November 6-7, 2012 • San Antonio, Texas

BREAKTHROUGH INNOVATIONS!
LEAN-SIX SIGMA BEST PRACTICES!
TOP PERFORMANCE AT YOUR LAB!
World's largest gathering of Lean lab pros
brings you the best of lab management success

- **Customize your learning around our expertly-led master classes and focused breakout sessions (see pages 3-8)**
- **Five new extended workshops—with Certificates of Completion—to advance your skills in Lean, Six Sigma, and Process Improvement (see pages 3-8)**
- **Back by popular demand! Our full day “Lean for Lab Leaders!” (see page 9)**
- **Certify as a Six Sigma Yellow Belt with targeted training specifically for lab professionals! (see page 9)**

Hear keynoters that include:

- ★ **Richard Zarbo, M.D.**, of Henry Ford Health on...
Achieving Small Batch Work Flow in Anatomic Pathology to Achieve Faster TAT and Better Quality Results
- ★ **Kathy McCloy** of Laboratory Corporation of America on...
LabCorp's Lessons Learned in Accrediting Five Labs to the QMS of 15189
- ★ **Stephen Raab, M.D.**, of Eastern Health on...
Every Lab's Disconnect Between Pathologists, Management, and Front Line Staff: Removing Cultural Barriers to Achieve Improvement and Mentoring
- ★ **Rick Panning** of Fairview Health Services on...
Three Times at Bat with Lean: Lessons in Implementing and Sustaining the Culture

The American Association of Clinical Chemistry (AACC) designates this program for ACCENT® credit hours towards the AACC Clinical Chemist's Recognition Award. AACC is an approved provider of continuing education for clinical laboratory scientists in the states of California, Florida, Louisiana, Montana, Nevada, North Dakota, Rhode Island, and West Virginia.

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And our Sponsors:



Presented & Produced by: **THE DARK REPORT**

To register, or for more information, go to:
www.labqualityconfab.com or call 800-560-6363

**NEW in
2012!**

**Two days of
powerful
learning, with
five extended
workshop sessions**

**All the experts,
all the topics,
all the resources
you need
for your laboratory
to acquire the
competitive edge!**

Look What's New for 2012!

Management Master Classes! These sessions are new and have one goal: to help lab administrators, managers, and pathologists advance their career skills and personal abilities. Each management master class is led by an expert and addresses an important area of quality management, including Lean, Six Sigma, process improvement, ISO 15189 and QMS (quality management systems). You and your performance improvement team will find them invaluable—and packed with information you can't get from any other source! (See pages 3 and 4.)

More Networking! Yes! We're listening! You want more time to talk to other attendees and develop your professional contacts. We've expanded our evening receptions and added more time during the day specifically for networking!

Extended Workshops on Lean Six Sigma Methods! Maybe the most exciting development at this Lab Quality Confab are five special extended workshops that allow you to get detailed knowledge and hands-on experience with specific techniques. Take your pick from topics like DMAIC/root cause analysis, heijunka/workload leveling, value stream mapping, and more. Best of all, you'll come away with a Certificate of Completion attesting to your new skills and competencies! (See Pages 3-8.)

More Topics! More Experts! We heard you! There are more speakers, more topics, and more sessions on the important subjects that you want. Once again, Lab Quality Confab is the unmatched source for all you need to excel in performance improvement!

Use this overview and schedule summary to plan your time at the Lab Quality Confab

November 5

Monday

Pre-Event Activities

5:30 PM–7:30 PM

Get Acquainted Reception with Food and Refreshments

5:30 PM–7:30 PM

Early Registration

November 6

Tuesday Day One

6:30 AM–9:00 AM

Continental Breakfast and Registration

7:00 AM–8:50 AM

Master Class Sessions; Plus Extended Workshop

9:00 AM–12:00 PM

General Session

12:00 PM–1:50 PM

Exhibition of Lean and Process Improvement Services, with Buffet Lunch

2:00 PM–4:50 PM

Concurrent Breakout Sessions; plus Extended Workshop

5:00 PM–5:30 PM

General Session

5:45 PM–7:30 PM

GRAND RECEPTION with Exhibitors
ELECTION NIGHT COVERAGE

November 7

Wednesday—Day Two

6:45 AM–9:00 AM

Continental Breakfast

7:00 AM–8:50 AM

Master Class Sessions; Plus Extended Workshop

9:00 AM–12:00 PM

General Session

12:00 PM–1:00 PM

Lunch

1:10 PM–3:00 PM

Concurrent Breakout Sessions; Plus Extended Workshop

3:30 PM:

Official end of Lab Quality Confab

1:00 PM–5:00 PM

Must Pre-Register
Six Sigma Yellow Belt Certification Class
Module One

November 8

Thursday

Post-Event Activities

Optional Workshop

Must Pre-Register

7:30 AM

Continental Breakfast

8:00 AM–4:30 PM

Lean for Lab Leaders: Achieving Mastery

8:00 AM–4:30 PM

Must Pre-Register

Six Sigma Black Belt Certification Class
Module Two and Three

12:00 Noon–1:00 PM

Lunch

Back By Demand!

Experience Our Master Class Format

- National and global quality experts share their knowledge and experience
- Intimate workshop settings
- Topics for beginners, intermediates, and masters

**Tuesday, November 6, 6:30 AM–9:00 AM:
Registration and Continental Breakfast**

7:00 AM–7:50 AM

How to Get Started: What You Need to Organize the Team and Deliver Top Results

Christine Brown, Lean Six Sigma Master Black Belt, Abbott Laboratories, Diagnostic Division, Tempe, AZ

Diane Hoover, Workflow Consultant, Abbott Laboratories, Harrisburg, PA

Key Process Indicators: Using KPIs to Unlock Real-Time Gains in Work Flow and Work Processes

Mark Graban, President, Constancy, Inc., San Antonio, TX

Automating the Cytology Laboratory: How to Best Combine Lean and Automated Systems

Mike Fowler, Lean Specialist & Cytology Application Specialist, Hologic, Marlborough, MA

Unleashing the Power of LIS to Boost Quality and Service Levels of POC Testing

Kim Skala, POC Specialist (AACC) and Point of Care Coordinator, ACL Laboratories – Advocate Christ Medical Center and Hope Children’s Hospital, Oak Lawn, IL

7:00 AM–8:50 AM

Extended Workshop

Understanding DMAIC and Effective Root Cause Analysis: How to Apply Them to Laboratory Work Flow and Work Processes

See information at right.

8:00 AM–8:50 AM

How ISO 15189 Accreditation Can Benefit Your Lab: An Assessor's Candid View

Valerie Ng, Chair, M.D., Ph.D., Laboratory Medicine & Pathology, Alameda County Medical Center, Oakland, CA

Petri Dishes R.I.P! How Automation, Lean, and Real Time Dashboards are Transforming Workflow in Microbiology

Anne Beall, Manager of Workflow Optimization Team, BioMerieux, Raleigh, NC

Maximizing Integrated Intelligence: Optimized Performance through Automation and Informatics Solutions

Sharon Etzman, US Business Manager, Diagnostics IT, Siemens Healthcare Diagnostics, Tarrytown, NY

Susan Yost, Automation Manager-Healthcare Solutions-North America, Siemens Healthcare Diagnostics, Midlothian, VA

From Quality Management Systems to “The Right QC”: What’s new and exciting from CLSI

Glen Fine, Executive Vice President, Clinical and Laboratory Standards Institute (CLSI), Wayne, PA

“Every speaker has information that you can put to use. Books are no replacement for personal accounts as given by the speakers here.”



7:00 AM–8:50 AM

Extended Workshop*

Understanding DMAIC and Effective Root Cause Analysis: How to Apply Them to Laboratory Work Flow and Work Processes

**Two hours of instruction and Certificate of Completion*

Workshop Leaders:

Jacquie Vealey, Director Technical Marketing, Quest Diagnostics, Madison, NJ

Kelly Owen, Director, Projects & Six Sigma Master Black Belt, Quest Diagnostics, Cincinnati, OH

THIS WORKSHOP provides you detailed instruction and training on DMAIC and root cause analysis. These are essential tools in the quality management toolbox. DMAIC stands for “Define, Measure, Analyze, Improve, Implement, Control.”

When used in tandem with root cause analysis, these two methods deliver powerful results. Illustrated with case studies from clinical labs, this is a unique learning opportunity for you and your lab’s process improvement team.

What are “Management Master Classes”?

Our management master classes are conducted by a recognized expert or an experienced Lean Six Sigma practitioner. The goal is to provide detailed information, along with real-world examples, to advance the understanding, skills, and effectiveness of attendees. At last year’s *Lab Quality Confab*, these master classes were well-attended and a big hit with attendees!

7:00 AM-7:50 AM

Success or Failure When Implementing New Equipment in Anatomic Pathology

Katja Lehmann, Global Solutions Optimization Specialist, BD, Durham, NC

How to Conduct Your Assessment of Products and Systems Before Purchase

Steve Stone, Managing Director, Argent Global Services, Oklahoma City, OK

Achieving the Goal of Six Sigma Perfection in Specimen Collection and Handling: Best Practices Inside and Outside the Laboratory

Pawan Singh, Senior Product Manager, Sunquest Information Systems, Tucson, AZ
Jonathan Northover, Product Manager, Sunquest Information Systems, Tucson, AZ

7:00 AM-8:50 AM

Extended Workshop Fundamentals of Mistake-Proofing Your Operation

See information at right.

8:00 AM-8:50 AM

Achieving the Right Balance of Management and Leadership to Unlock Increased Creativity and Collaboration from Lab Staff

Terri Molloy, Quality Auditor (ASQ), Institute for Quality Management in Healthcare, Toronto, Ontario, Canada

Best Ways to Bring Lean and Automation into Molecular Laboratories

Adam Walter, Solution Optimization Specialist, Becton Dickinson, Mason, OH

POCT Goes off the Rails: How Multi-Site Hospital Lab Collaboration Improved Patient Safety and Care

Bobbie Eichensehr, Quality Assurance and Point of Care Testing Supervisor, Medstar Union Memorial Hospital, Baltimore, MD

Marcelino Gabriel, POC Coordinator, Medstar Union Memorial Hospital, Baltimore, MD

Error-Proofing Your Lab By Turning CAPA (Corrective Action Preventive Action) into PACA (Preventive Action Corrective)

Leo Serrano, Corporate Director of Laboratory Services, Broward Health, Ft. Lauderdale, FL

7:00 AM-8:50 AM

Extended Workshop*

Fundamentals of Mistake-Proofing Your Operation

**Two hours of instruction and Certificate of Completion*

Workshop Leader:

Susan Stegall, Owner & CEO, M. S. Stegall & Associates, LLC, Salem, OH

MISTAKE-PROOFING—also known by poka-yoke, its Japanese equivalent—is one of the clinical lab’s most underutilized solutions. During this information-packed workshop, you’ll acquire a full understanding of mistake-proofing, which is the use of any automatic device or method that either makes it impossible for an error to occur or makes the error immediately obvious once it has occurred. Think of how these skills and new knowledge can make a huge difference in your laboratory! You’ll also participate in hands-on exercises that build your mastery of poka-yoke, allowing you to bring back powerful skills to your home laboratory.

“Thank you for putting this together and providing a forum to share ideas and learn new ones. Excellent!”



Get Up Close and Personal!

Meet some of the nation's most influential pathologists, laboratory administrators, and executives



The provocative keynoters at Lab Quality Confab 2012



Richard Zarbo, M.D. Henry Ford Health, Detroit, MI
Achieving Small Batch Work Flow in Anatomic Pathology to Achieve Faster TAT and Better Quality Results

Here's an anatomic pathology laboratory that is a national leader in its use of process management to improve clinical services. One notable success is the adoption of single piece and small batch workflow to both tissue processing and how cases are delivered to pathologists. Another first is how tissue is vacuum-packed in the surgery suite as part of a new process to support rapid tissue processing and move away from the use of formalin, xylene, and similar toxic chemicals. Come prepared to see a very different approach to anatomic pathology.



Kathy McCloy Laboratory Corporation of America, Franklin, TN
LabCorp's Lessons Learned in Accrediting Five Labs to the QMS of 15189

If you agree that quality management systems (QMS) are the future of laboratory management and operations, then this is a "must-attend" session for you. That's because LabCorp has successfully achieved CAP 15189 accreditation in five different laboratory locations. Learn the specific benefits that LabCorp has realized from this effort. Understand how these 15189- accredited lab sites are raising the bar for client service in their service regions. Explore the lessons learned from these efforts and you can apply this knowledge within your own laboratory.



Stephen Raab, M.D. Eastern Health, St. John's, Newfoundland and Labrador, Canada
Every Lab's Disconnect between Pathologists, Management, and Front Line Staff: Removing Cultural Barriers to Achieve Improvement and Mentoring.

It's been the unspoken code in every lab for decades: staff must not challenge physicians. Yet this barrier to communication prevents every lab from becoming a top-performer in the realms of clinical excellence and quality of the lab services it delivers. You'll be energized at the insights Stephen Raab, M.D. has to share about why the disconnect exists between pathologists, lab managers and the front-line staff. He'll share specific steps you can take to open lines of communication. You'll learn specific action items that improve the engagement of front-line staff with pathologists and lab management in ways that generate enthusiasm and commitment to achieving the organization's goals for improved quality and performance.



Rick Panning Fairview Health Services, Minneapolis, MN
Three Times at Bat with Lean: Hardfought Lessons in Implementation and Sustaining the Culture

Yes! Three times in the past nine years, Rick Panning has played a leading role in introducing and expanding the use of Lean methods in major laboratory organizations. These include Fairview Health, St. Paul Red Cross, and Allina Health, all in Minnesota's Twin Cities. Come prepare for a unique and exciting look inside the Lean journeys of these labs. Understand how the barriers to success were identified and overcome. Learn the important steps that ensure acceptance of change and which help lab staff embrace a culture of continuous improvement, rooted in daily use of Lean and other process improvement methods.

GENERAL SESSIONS Day 1 • Tuesday, November 6

9:00 AM-9:40 AM

Why All Labs Will Need Lean and Process Improvement to Survive and Prosper in the Age of ACOS, Medical Homes and Integrated Clinical Care

Robert L. Michel, Editor in Chief, The Dark Intelligence Group, Inc., Spicewood, TX

9:40 AM-10:20 AM

Achieving Small Batch Work Flow in Anatomic Pathology to Achieve Faster TAT and Better Quality Results

Richard Zarbo, M.D., Senior Vice President & Chair, Pathology & Laboratory Medicine, Henry Ford Health System, Detroit, MI

10:20 AM-10:40 AM

Morning Break

10:40 AM-11:20 AM

LabCorp's Lessons Learned in Accrediting Five Labs to the QMS of 15189

Kathy McCloy, Quality Assurance Director, LabCorp, Franklin, TN

11:20 AM-12:00 PM

Personalized Medicine's Path from Concept to Reality: How our Lab Uses Lean to Speed the Transformation

Anthony Carter, Ph.D., Director of Operations, Advanced Diagnostic Laboratories – National Jewish Health, Denver, CO

12:00 PM-1:50 PM

Networking Lunch & Exhibition

2:00 PM-4:50 PM

Extended Workshop

Value Stream Mapping: Mastering the Essentials of Identifying Opportunities in Clinical Labs and Pathology Groups

See information on page 7.

5:00 PM-5:30 PM

How Labs Can Use Lean to Lead Innovation in the Hospital: Real World Lessons and Insights

Moderator: Glen Fine, Executive Vice President, Clinical and Laboratory Standards Institute (CLSI), Wayne, PA

Leo Serrano, Corporate Director of Laboratory Services, Broward Health, Ft. Lauderdale, FL

Richard Zarbo, M.D., Senior Vice President & Chair, Pathology & Laboratory Medicine, Henry Ford Health System, Detroit, MI

Maureen Harte, Lean Six Sigma Master Black Belt, HartePro Consulting, Midvale, UT

Rick Panning, Vice President, Business Development for Shared Clinical Services, Fairview Health, Minneapolis, MN

GENERAL SESSIONS Day 2 • Wednesday, November 7

9:00 AM-9:45 AM

Every Lab's Disconnect Between Pathologists, Management, and Front Line Staff: Removing Cultural Barriers to Achieve Improvement and Mentoring

Stephen Raab, M.D., Professor of Pathology, Chief of Laboratory Medicine, Eastern Health, Memorial University of Newfoundland & University of Washington, St. John's, Newfoundland and Labrador, Canada

9:45 AM-10:30 AM

Moving the Quality Bar Ever Higher: How Your Lab Can Get More Benefit from Proficiency Testing and Similar Activities

Michael Noble, M.D., Chair and Managing Director, Clinical Microbiology Proficiency Testing - University of British Columbia, Vancouver, British Columbia, Canada

10:30 AM-10:45 AM

Morning Break

10:45 AM-11:30 AM

Three Times at Bat with Lean: Hard Fought Lessons in Implementation and Sustaining the Culture

Rick Panning, Vice President, Business Development for Shared Clinical Services, Fairview Health, Minneapolis, MN

11:30 AM-12:00 PM

Six Sigma Poster Awards

12:00 PM-1:00 PM

Networking Lunch

Special Sessions

1:10 PM-3:00 PM

Extended Workshop

Essentials of Heijunka (Production Leveling) in Lab Work Flow

See information on page 8.

1:10 PM-5:00 PM

Six Sigma Yellow Belt Training and Certification (Part 1 – Separate Registration Required)

Maureen Harte, Lean Six Sigma Master Black Belt, HartePro Consulting, Midvale, UT

3:15 PM-3:30 PM

Lessons Learned and Outcomes at Lab Quality Confab 2012

Robert L. Michel, Editor in Chief, The Dark Intelligence Group, Inc., Spicewood, TX

2:00 PM-2:50 PM

Attacking Misidentified Tissue Specimens That Originate in Surgery and the Operating Room

Rita D'Angelo, Manager, Quality Systems Division, Henry Ford Health System, Detroit, MI

Understanding the High Reliability Organization and Why It's Important to Your Lab

Jennifer Rhamy, Executive Director, Laboratory Accreditation, The Joint Commission, Oakbrook Terrace, IL

Achieving Lean and Sustaining Lean Improvements in Phlebotomy and Pre-Analytical

Karen Chatt, MBA, Quality Improvement Specialist, Allina Health Laboratory, Minneapolis, MN

Julie Simons, Quality Improvement Specialist, Allina Health Laboratory, Minneapolis, MN

Sustaining Lean, Pursuing Stretch Goals, and Harnessing the Power of Business Intelligence (BI)

Vince D'Mello, Administrative Director of Laboratory Medicine of Grand River Hospital and St. Mary's General Hospital, and President of D'Mello LabMed Consultants, Kitchener, Ontario, Canada

3:00 PM-3:50 PM

How Automating Our Lab Staff Scheduling Boosted Productivity, Improved Morale, and Gave Managers More Time to Manage

Renata Carson, Assistant Manager Core Lab, DynaLIFEDx, Edmonton, Alberta, Canada

Norma Page, Vice President Clinical Operations, DynaLIFEDx, Edmonton, Alberta, Canada

Using Lean to Integrate MALDI TOF into a high volume Microbiology Lab

David Chow, Manager Microbiology and Parasitology, BC Biomedical Laboratories Ltd., Surrey, BC, Canada

Understanding the Obvious and Subtle Benefits of ISO 15189 Accreditation

Marvin Lessig, M.D., Medical/Laboratory Director, Nationwide Laboratory Services, Ft. Lauderdale, FL

3:00 PM-3:50 PM

Mastering Kanban to Reap Multiple Benefits in Inventory Management and Lab Productivity

Maureen Harte, Lean Six Sigma Master Black Belt, HartePro Consulting, Midvale, UT

4:00 PM-4:50 PM

How Reducing the Number of Touches Per Tube in Processing Slashes Errors and Boosts Staff Productivity

Bea Layton, Technical Supervisor, Specimen Processing, ARUP Labs, Salt Lake City, UT

David Layton, Supervisor, Industrial Engineering, ARUP Labs, Salt Lake City, UT

Using Project Charters to Increase the Success of Your Lab's Process Improvement Program

Sandra Hood, System Director, Laboratory Operations, OhioHealth, Dublin, OH

Tackling the Challenge of Specimen Tracking Within and Without the Cleveland Clinic: How we Reduced Lost Specimens

Kavous Roumina, Ph.D., Manager, CPI Support Systems/Development, Cleveland Clinic, Cleveland, OH

Mayday Boss! CLIA Inspectors Are in Our Lab and They are NOT Happy!

Nora Hess, Operations Managing Consultant, Chi Solutions, Inc., Ann Arbor, MI

2:00 PM-4:50 PM

Extended Workshop*

Value Stream Mapping: Mastering the Essentials of Identifying Opportunities in Clinical Labs and Pathology groups

**Two hours of instruction and Certificate of Completion*

Workshop Leader:

Patrick Maul, Lean Six Sigma Black Belt, Principal Consultant, BD, St. Cloud, FL

YOU ASKED FOR THIS special session! A survey of past *Lab Quality Confab* attendees put Value Stream Mapping as the number one subject for more instruction and training. This extended three-hour session teaches you basic and advanced details for using Value Stream Mapping to its fullest potential. This instruction is then reinforced by hands-on exercises that teach you how to apply these skills specifically to the unique workflow of clinical laboratories and pathology labs. This rich learning session will show you how to unlock major improvements in quality, productivity, and error reduction in your lab!

“Every session I attended was beneficial, gave me food for thought on ideas to implement in our laboratory. Lean and work standardization are doable and sustainable.”

1:10 PM-2:00 PM

Using the Patient-Centric Repository and EMPI to Further Enhance Lean Project Outcomes

Robert Atlas, President, Atlas Medical, Calabasas, CA

Boosting the Value of Lab Testing in the Shared Accountability Organization: How We Are Meeting the Cost vs. Quality Challenge at Intermountain Health

Stephen Mikkelsen, Operations Director, Laboratory Services, Intermountain Healthcare, Salt Lake City, UT

How We Blend Lean and Career Ladders in the Lab to Identify and Develop Future Leaders

Michael Overa, Director, Atlantic Health System, Summit, NJ

Veronica Fraser, MBA, Manager - Lab Support Services, Atlantic Health System, Summit, NJ

PART ONE

Meet 'Design Thinking': How Florida Hospital's Innovation Lab Is Transforming Culture, Collaboration, and Outcomes

Mary Ann Womack, MBA, Process Improvement Manager, Orlando Laboratory, Florida Hospital, Orlando, FL

Maria Brock, Hematology Lab Manager, Orlando Laboratory, Florida Hospital, Orlando, FL

2:10 PM-3:00 PM

PART TWO

Meet 'Design Thinking': How Florida Hospital's Innovation Lab Is Transforming Culture, Collaboration, and Outcomes

Mary Ann Womack, MBA, Process Improvement Manager, Florida Hospital, Orlando, FL

Maria Brock, Hematology Manager, Orlando Laboratory, Florida Hospital, Orlando, FL

Combining Real Time Dashboard Metrics with Serial Kaizan Events to Boost Microbiology Performance

David Vinson, Vice President of Laboratory Operations, med fusion, Lewisville, TX

Dan Brown, Ph.D., Director of Laboratories, Baylor Healthcare System, Dallas, TX

Lean Successes in Patient Registration, PSC Wait Time, and Lab Billing

Chris Lorenzen, Executive Director - Lean Processes, Wyoming Medical Center, Casper, WY

Operating a QMS and Lean Side-by-Side: How Our Lab Collaborates with the OR to Reduce Errors, Slash TAT, and Boost Specimen Integrity

Pat Burton, Quality Coordinator, William Osler Health System, Brampton, Ontario, Canada

1:10 PM-3:00 PM

Extended Workshop*

Essentials of Heijunka (Production Leveling) in Lab Work Flow

**Two hours of instruction and Certificate of Completion*

Workshop Leader:

Dale Hershfield, Senior Consultant, ValuMetrix Services, Ortho Clinical Diagnostics, Johnson & Johnson, Chicago, IL

CLINICAL LABS ARE PERFECT candidates for successful production leveling projects, because of the uneven flow of specimens into the laboratory throughout each shift. Heijunka methods were developed at Toyota Motor Company and are being used today by innovative labs to eliminate sources of waste (muda), reduce errors, and dramatically shorten lab test turnaround times. As you acquire detailed knowledge of production leveling methods, you'll have the opportunity to participate in live exercises that demonstrate the application of production leveling to clinical laboratory work processes and workflow. This is a rare opportunity to become expert in production leveling!

"Gained a lot of new fresh ideas. It's great to see so many people out there doing Lean."



Two Special Learning Opportunities November 7 and 8

Don't miss these special sessions! Innovative laboratories across the country are using Lean and Six Sigma quality management tools to unlock huge gains!

Optional Post-Event Seminars • Wednesday, Nov. 7 and Thursday, Nov. 8

Full Day Workshop

Lean for Lab Leaders: Achieving Mastery with Concepts, Implementation, and Outcomes

ARE YOU SEEKING A GREATER UNDERSTANDING about Lean principles and how to use them more powerfully? Then our one-day Lean for Lab Leaders workshop is custom-made for you.

This session is designed to teach you hands-on mastery of core Lean concepts, with emphasis on implementation and outcomes. Techniques, methods, and best practices are laid out in a simple, easy-to-understand manner. As you grasp the fundamentals of Lean, exercises will demonstrate the power of these techniques to transform your organization. A rich variety of case studies and real life examples help bring these techniques to life. By the end of the day, you'll be ready to develop a continuous improvement roadmap for your organization.

Lean for Lab Leaders is targeted learning tailored specifically for individuals working in hospitals, clinical laboratories, and anatomic pathology groups. Plan to attend with several of your team members, and take away proven ways to sustain Lean gains in your laboratory. Learn the Lean you need to succeed!

Workshop schedule is 8:00 AM to 4:00 PM on Nov. 8



Your Seminar Leader

Leslie Sprick, Owner and CEO
Sprick Group, LLC, Charlotte, NCI

Two-Day Workshop (12 Hours)

Six Sigma Yellow Belt Training and Certification

A FIRST FOR THE LABORATORY PROFESSION— a Yellow Belt training program designed specifically for clinical lab professionals and taught by a certified medical technologist!

Our Six Sigma Yellow Belt Training will use real-life issues and your own experiences to teach the principles and methodology you need to create customized, effective, and lasting solutions for your lab. Develop an understanding of how to use transactional process tools and engineering tools to solve challenges and permanently “raise the bar” for quality, and expand dramatically the ways that you can help your lab—ranging from daily operations to improved CLIA/CAP Accreditation compliance and inspection readiness.

If you are a department manager, section manager, administrator, supervisor, or team member involved in process improvement, this course is for you. Bring along members of your team, and as a group, gain the customized tools, insights, and competence needed to charter high-impact quality and process improvement projects from definition, through change implementation, to sustainable success!

Workshop schedule is 1:10 PM to 5:00 PM on Nov.7
And 8:00 AM to 4:00 PM on Nov. 8



Your Instructor

Maureen Harte, MT(ASCP)
Certified Lean Six Sigma Master Black Belt
HartePro Consulting, Midvale, UT

Register separately for either of these seminars (see page 11 for details)

These workshops make it easy, inexpensive, and accessible for you to garner all the quality knowledge, tools, and case studies you need for your laboratory, hospital, or pathology group

Check Out Our Exhibition Hall

See New Services, Products, and Publications! Get Training Solutions in Lean, Six Sigma, and Black Belt Certification

Never before have so many valuable resources in Lean, Six Sigma, and quality management programs been gathered at one time and in one place!

Find the solutions you need at our Lab Quality Confab Exhibition. Stop by and speak to consultants and IVD vendors offering services to accelerate your lab's improvement program. Check out the latest books and publications on Lean, Six Sigma, ISO, and other quality management systems. Learn about educational programs, Black Belt certification classes, and other important training opportunities.

It's another value-added benefit when you attend Lab Quality Confab 2012!

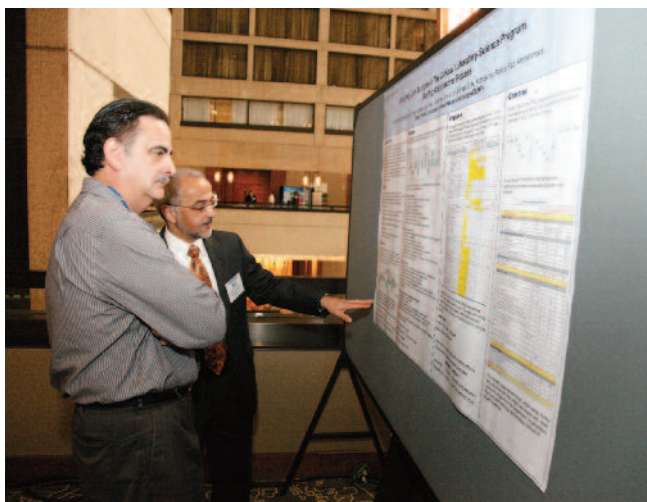


Visit with these quality exhibitors:



Lean-Six Sigma Poster Presentations

Win National Recognition for your project! A Total of \$3,000 in Cash Awards!



Gain recognition for your quality team's achievements!

Our poster sessions on Lean/Six Sigma projects provide you with the opportunity to share your successes. Plus, there's more!

Lean/Six Sigma poster sessions will be judged for outcomes, effective implementation of quality management principles, and ability to tell the story. Plus, there's more—Lab Quality Confab will present to the winners cash awards totaling \$3,000!

Lab Quality Confab not only wants to recognize the nation's high-achieving quality projects, but also provide cash awards to the winners so they can celebrate their success and further their quality journey. Poster Session presenters must submit a proposal and be invited to participate.

(Visit www.labqualityconfab.com for details about Poster Session Awards Program.)

Please provide information as you would like it to appear on your badge.

Name 1 (First, Last, Suffix)
 Title _____ Email _____

Name 2 (First, Last, Suffix)
 Title _____ Email _____

Name 3 (First, Last, Suffix)
 Title _____ Email _____

Organization _____

Phone _____ Fax _____

Address _____

City _____ State _____ Zip+4 _____

Emergency Contact _____ Phone: _____

Groups of 2 or more save \$50 per registration.

TUITION DETAILS: Seminar tuition is payable to THE DARK REPORT. Tuition includes all meeting materials, lunches and refreshments, as well as the evening receptions on Monday and Tuesday.

TUITION CALCULATOR

Lab Quality Confab (November 6-7)	# people x			
Registration	_____ x \$945	=	\$	_____
Less discounts (if applicable, 2 or more)	_____ x \$50	=	\$	_____

Post-Conference Workshop (November 8)

Lean for Lab Leaders: Achieving Mastery with Concepts, Implementation, and Outcomes All-Day Seminar (8:00 AM – 4:00 PM)

Registration	_____ x \$449	=	\$	_____
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Six Sigma Yellow Belt Training: (Certification requires 12 hours of instruction to be held Wednesday afternoon – Thursday all day)

Registration	_____ x \$449	=	\$	_____
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TOTAL TUITION: \$ _____

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Space is limited. It is essential to register early!

When is it? Where is it?

Lab Quality Confab and Process Improvement Institute takes place on Tuesday and Wednesday, November 6-7, 2012, at the Hyatt Regency Hotel in San Antonio, Texas.

Where can I stay?

Join all your fellow attendees at the newly renovated, four-diamond Hyatt Regency San Antonio, located right on the Riverwalk! As a Lab Quality Confab attendee your special discounted room rate is \$195 and includes complimentary Internet access. You can book online at <https://resweb.passkey.com/go/LABQUALITYCONFAB2012> or call the hotel at 210-222-1234 and ask for the Confab group rate. Rooms are on a space availability basis until October 12, 2012, so don't delay in making your reservation!

How much does it cost?

Tuition is \$945 for Lab Quality Confab and Process Improvement Institute. An additional fee required for the special post-conference workshop on Thursday, November 8.

How can I save money on registration?

Make this a team learning event! Bring four or more from your organization and register each at \$495—a discount of more than 50% from full registration. That's unbelievable value for two days chock-full of knowledge, techniques and the best networking in the lab testing industry. Of course, we also offer a \$50 discount per registration for two or more colleagues registering from your company. Groups of three receive a \$75 discount on each registration. Please call us at the number below for these special multiple discount codes.

What happens if I need to cancel?

Substitutions may be made at any time at no charge. Cancellations through September 30 are subject to a \$50 processing fee. Cancellations after 5pm on September 30 are subject to a \$275 cancellation fee. Cancellations after November 1 are non-refundable.

Can I guarantee my investment?

If you aren't completely satisfied with the scope and content of Lab Quality Confab—if you don't leave with dozens of new techniques to improve the way you do business—we'll refund your tuition in full, no questions asked. We're confident that you'll find your time at Lab Quality Confab and Process Improvement Institute to be well worth the money you spend.

Can I earn continuing education credits?

Lab Quality Confab has been approved for continuing education units (CEUs) through the American Association of Clinical Chemistry as follows:
 Tuesday, November 6, 7.5 hours
 Wednesday, November 7, 5.5 hours
 Thursday, November 8, 7.5 hours

How do I register?

1. Register online at: www.labqualityconfab.com
2. Call 707-829-9484. Our friendly staff can register you as well as answer any questions you may have.
3. Fax this completed form to 707-829-9483
4. Mail the form with payment to: THE DARK REPORT, 21806 Briarcliff Dr., Spicewood, TX 78669.

Can I sponsor at this event?

A limited number of sponsorship and exhibit opportunities remain for this event. Please contact Jill Pierce at 415-454-7262.

Lab Quality Confab

on Quality Management in Diagnostic Medicine

Please Route To:

- Hospital Administrator
- Administrative Director, Laboratory Services
- Medical Director, Department of Pathology
- Project Leader, Laboratory Operations
- Laboratory Manager
- Pathologist
- General Manager
- Vice President, Operations
- Quality Program Director

Ten compelling reasons why you and your quality team should be with us at *Lab Quality Confab*!

Each year, Lab Quality Confab attracts the brightest and best laboratory managers. Why? Read below to find out...

- 1** 40+ presentations give you the full picture on what's really happening!
- 2** Get personal and up close with our experts to learn answers to your most pressing challenges in quality improvement!
- 3** Learn from early-adopter labs willing to tell you the truth about what works, what doesn't, and how to save time and money by doing it right the first time!
- 4** Update your personal network and meet experts not found at other lab gatherings!
- 5** Our *Lab Quality Confab* is your vital compass check—to keep your lab moving in the right direction!
- 6** Two days at the *Lab Quality Confab* gives you ten times the advice, insight, and information you'd get from a lab consultant—at a fraction of the price!
- 7** Confidently separate fact from fiction, as working lab directors share the truth of their story and the lessons they've learned!
- 8** Access quality management knowledge unavailable anywhere else, at a price that averages just \$19.83 per speaker!
- 9** Build your knowledge base of useful ideas and industry resources necessary to keep your laboratory at the competitive edge!
- 10** Do all this and more, while enjoying a fine hotel and excellent food in one of America's best-loved cities!

This special summit is for everyone active or interested in quality management!

Senior executives

wishing to learn about using Lean and Six Sigma more effectively and how to develop a quality management culture.

Directors & Managers

ready to advance their knowledge and skills, wanting to exchange strategies, and to improve capabilities in change management.

Team members

wanting to expand their understanding of Lean & Six Sigma tools, improve their knowledge, and grow their personal network.

Special sessions for basic, intermediate, advanced, and executive practitioners!

