

Lab Quality Confab PROCESS IMPROVEMENT INSTITUTE

Pursuing Excellence in Continuous Improvement

SPACE IS LIMITED

REGISTER TODAY!

Prepare Your Lab For Medicare Price Cuts!

Boost Quality • Cut Costs • Add Clinical Value

THERE'S A FINANCIAL CRISIS SOON TO HIT all clinical labs in the United States. That hammer blow to your lab's revenue will be deep price cuts in Medicare lab fees that happen on Jan. 1, 2018!

Did you realize that you and your lab team have just 100 days to take the steps necessary to protect the clinical excellence and financial stability of your lab or pathology group? That's why joining us at *Lab Quality Confab* on October 24-25 is your smart move.

Knowing your lab's need to cut costs intelligently, *Lab Quality Confab* has scheduled 50 essential sessions, conducted by 60 of the nation's top experts, to help you learn and master proven techniques and methods to trim expenses, boost staff productivity, and, most importantly, deliver improved patient outcomes.



But there is more to *Lab Quality Confab* than just cost-cutting! Moving into the future, successful labs will be those that confidently make the shift from volume to value. You'll hear from lab leaders who are already engaging with physicians, nurses, and payers to use lab tests in ways that improve patient care. These are the real-world case studies that give you a proven road map you can take back and use to great effect in your own hospital or health system.

And there's more! Sessions about the Laboratory Value Pyramid and Clinical Laboratory 2.0 by lab innovators at such organizations as Northwell Health, Henry Ford Health, Geisinger Health, and TriCore Reference Laboratories will demonstrate their early successes at delivering increased value—lessons you can take back and apply in your own lab.

Make plans today to be with us and 300 other lab innovators as the nation's top leaders in Lean gather in New Orleans for the 11th annual *Lab Quality Confab*!

New This Year!

It's two days of intense learning, powerful networking, and direct access to lab innovators. Sessions include:

- Reducing errors in accessioning
- Lab accreditors panel on assessment deficiencies
- Tougher CLIA inspections and how to prepare your lab
- Implementing Lean in molecular labs
- Single-piece workflow in anatomic pathology
- Assessing products BEFORE you buy
- Meet "design thinking" and unlock its power
- Real-time metrics and serial kaizen events
- How ISO 15189 benefits your lab
- Achieving high reliability in your lab
- Petri dishes R.I.P! Automation meets Lean
- Leadership, Lean, and QMS for Success

Everything You Need!

With Medicare and private payers slashing lab test prices at an unprecedented pace, it's essential that you learn and master proven techniques for cutting costs and improving quality.

Bring Your Lab Team!

You are encouraged to bring your team to *Lab Quality Confab* for shared learning and team building. Take advantage of special discounted registration rates for groups of four or more.

Attention Green & Black Belts!

Be with us for the nation's only gathering of Six Sigma Black Belts, Green Belts, and Yellow Belts working in labs and hospitals. It's an information-packed workshop with CEUs for you.

All Lab Accreditors, at one time and one place!

CMS, CAP, COLA, Joint Commission, A2LA Together to Discuss What's Changing, New Compliance Regs, Tougher Inspections, and Coming Priorities



Karen Dyer
CMS



Denise Driscoll
CAP



Randall Query
A2LA

TO HELP YOU PREPARE YOUR LAB for tougher inspections and new regulatory requirements, *Lab Quality Confab* brings together *all* the organizations that accredit laboratories. Participating in this special, high-interest session are the lab program leaders from CMS, The Joint Commission, CAP, COLA, and A2LA.

This panel has the essential knowledge you need to keep your lab "inspection ready" at all times. Nowhere else in the lab industry will you have the opportunity to hear from these five lab accrediting bodies at one time and in one place! This session is valuable for another reason: many hospitals and health systems operate labs accredited by different organizations and in this one session you can hear, learn, and ask questions of the leaders from all the lab accreditors.

There's more good news! Each panelist will share the 10 lab deficiencies identified most often during lab inspections. At last year's *Lab Quality Confab*, this information was rated highest by attendees, who insisted that this session be repeated. You'll also learn what compliance and regulatory issues have priority during lab inspections for the coming 12 months, along with candid discussion and insights about what changes will become effective on Jan. 1, 2018. Plan to attend this session with your lab team to ensure that your lab is "inspection ready" and earns a commendation for its compliance!



Heather Hurley
The Joint Commission



Kathy Nucifora
COLA



Nora Hess
Chi Solutions

Participating in the lab regulatory panel are these organizations:



Monday, October 23, 2017

5:30 PM-7:30 PM

Early Registration & Get Acquainted Reception

Tuesday, October 24, 2017

6:30 AM-9:00 AM

Registration & Continental Breakfast

7:00 AM-7:50 AM

Poster Sessions

MASTER CLASS SESSIONS

7:00 AM-7:50 AM

Adopting New Technologies to Integrated Laboratory Logistics to Support Clinical Lab 2.0 and Deliver More Value to Physicians and Patients

Donna L. Neumon, MT(ASCP), Director, Support Operations & Director Community Lab Services, TriCore Reference Laboratories, Albuquerque, NM

William Remillard, Chief Technical Officer, TriCore Reference Laboratories, Albuquerque, NM

7:00 AM-7:50 AM

Proficiency and Certification in Fundamental Lean Tools: Inventory Management by Kanban, Daily Management, Visual Management, Selecting and Using KPIs in the Laboratory (Two-hour workshop with certificate of completion)

Katja Lehmann, Ph.D., Global Healthcare Consultant, Becton, Dickenson and Company (BD), Sparks, MD

7:00 AM-7:50 AM

Visualizing the Optimal Biopsy Flow from OR to Histology to Pathologist: Early Successes with Lean, Integrated Automation, and Informatics That Cut TAT, Improve Quality

Adam Walter, CSSMBB/CLA, Director - Vision24 Solutions, Leica Biosystems, Cincinnati, OH

MASTER CLASS SESSIONS

8:00 AM-8:50 AM

Deep Medicare Lab Price Cuts Coming in 2018! Protect Your Lab's Financial Stability by Using Cost-per-Test Studies Done the Right Way to Guide Cost-Cutting Efforts

Stephen Stone, BBA Management, Managing Director, Argent Global Services, Oklahoma City, OK

8:00 AM-8:50 AM

Progress on the Path to Clinical Lab 2.0: How TriCore's Multi-site CAP 15189 Accreditation Accelerated and Sustains Our Lab's Culture Change while Improving Quality and Productivity

Jane Smith, Director of Compliance and Quality Systems, TriCore Reference Laboratories, Albuquerque, NM

BENEFACTOR SESSION

8:00 AM-8:50 AM

bioMérieux Benefactor Session

GENERAL SESSIONS

9:00 AM-9:40 AM

Lessons in Lab Test Utilization at Cleveland Clinic Laboratories: How First-Generation Successes Fueled a Second Generation of Added-Value Utilization Breakthroughs

Gary W. Procop, M.D., MS, Medical Director, Enterprise Laboratory Stewardship Committee, Cleveland Clinic, Cleveland, OH

9:00 AM-9:40 AM

Using the Laboratory Value Pyramid and Clinical Lab 2.0 to Position Your Lab to Add Value in the Era of Population Health, Precision Medicine, and Value-Based Payment

Robert L. Michel, Editor-in-Chief, THE DARK REPORT, Spicewood, TX

10:10 AM-10:30 AM

Morning Break

10:30 AM-11:10 AM

Global Insights on Medical Laboratory Operations: How World-Class Performers are Combining Dynamic Costing, Lean, and Quality Management Systems to Deliver More Value

Patrick Gontard, Ph.D., Chairman CEO & Founder, Gontard & Cie, Geneva, Switzerland

11:10 AM-11:50 AM

Laboratory Value Pyramid As the Essential Blueprint for Volume-to-Value Journey

Denise L. Uettwiller-Geiger, Ph.D., DLM(ASCP), Clinical Chemist and Director of Clinical Trials, John T. Mather Memorial Hospital, Port Jefferson, NY

12:00 PM-1:50 PM

Lunch & Exhibition

BREAKOUTS

2:00 PM-2:50 PM

Creating and Sustaining the Culture of Patient Safety: Using Lean and Other Methods to Achieve Collaboration and Teamwork with Lab, Pharmacy, and Clinicians

Allen Stanton, MT, DLM(ASCP), Laboratory Administrative Director, Baylor Scott & White Health, Dallas, TX
Cindy Cassity, BSN, RN, CPPS, Manager, Patient Safety, Baylor University Medical Center at Dallas, Dallas, TX

2:00 PM-2:50 PM

Introducing the Ultimate Guide to Lab Test Utilization: What's in CLSI's GP 49, How to Use It, and Why It Works

Gary W. Procop, M.D., MS, Medical Director, Enterprise Laboratory Stewardship Committee, Cleveland Clinic, Cleveland, OH

2:00 PM-2:50 PM

Using CAP 15189 to Go to the Next Level: Pursuing Best-of-Class by Helping Staff Master Useful Tools and Informatics to Address Root Causes and Think Systemically

Chris Allen, MBA, MS, MLS(ASCP)CM, CSSBB, Quality Supervisor, ARUP Laboratories, Salt Lake City, UT

BREAKOUTS

3:00 PM-3:50 PM

How Our Microbiology Lab's Lean Redesign Supported Improved Workflow, Helped Balance Staffing, and Contributed to Gains in Antimicrobial Stewardship Outcomes

Christa Pardue, MBA, MT(AMT), Laboratory Director, University Health Services, Augusta, GA

3:00 PM-3:50 PM

Know Your Numbers in Real Time: Using Total Cost of Ownership, Dynamic Costing, and Test Production Management by Analyzer to Cut Costs, Reduce TAT, and Boost Quality

Patrick Gontard, Ph.D., Chairman CEO & Founder, Gontard & Cie, Geneva, Switzerland

3:00 PM-3:50 PM

Solving Problems before Construction and Consolidation: Valuable Lessons We Learned from the Design, Build-out, and Relocation of Multiple Lab Divisions into One Facility

Matthew M. Hanley, MHA, Operations Manager, Mayo Medical Laboratories, Rochester, MN

BREAKOUTS

4:00 PM-4:50 PM

Inspection Readiness in a CAP-15189 Laboratory: Lessons Learned from Standardization, Multi-site Management, and Digitization of All Documentation and Checklists

Bonnie Rashleigh, Technical Supervisor, Biochemical Pathology, ProMedica Laboratories, Toledo, OH

4:00 PM-4:50 PM

Understanding Why 'Process' Is the Essential Key for Lean and Other Quality Tools to Continually Improve Your Lab's Efficiency, Cost-effectiveness, and Profitability

Lucia M. Berte, MA, MT(ASCP)SBB, DLM; CQA(ASQ)CMQ/OE, President, Laboratories Made Better! P.C., Broomfield, CO

4:00 PM-4:50 PM

Using Henry Ford's Functional Kaizen to Re-Energize Your Lab's Lean Momentum and Accomplish Improvement at the Level of the Work

Jacqueline R. Copeland, Management Engineer, Henry Ford Hospital, Detroit, MI

GENERAL SESSION

5:00 PM-5:40 PM

Getting Out of the Lab to Add Value: How To Engage Physicians, Nurses, and Administration in Projects to Improve Lab Test Utilization and Patient Outcomes

Patrick Maul, MBA, MT(ASCP), Lean Sigma Black Belt, Principal Consultant, Becton, Dickenson and Company (BD), St. Cloud, FL; Leo Serrano, FACHE, DLM(ASCP), Clinical and Operations Consultant, FirstPath LLC, Ft. Lauderdale, FL; Denise L. Uettwiller-Geiger, Ph.D., DLM(ASCP), Clinical Chemist and Director of Clinical Trials, John T. Mather Memorial Hospital, Port Jefferson, NY; Richard J. Zarbo, M.D., DMD, System Chairman, Pathology and Laboratory Medicine, Henry Ford Hospital, Detroit, MI

5:45 PM-7:30 PM

Exhibitor Reception

Wednesday, October 25, 2017

6:45 AM-9:00 AM

Registration & Continental Breakfast

MASTER CLASS SESSIONS

7:00 AM-7:50 AM

Lessons Learned In Designing the Efficient Lean Histology Lab, Plus How We Improved Multi-site Block Management

Pamela Marcum, Consultant, Consultant, Little Rock, AR

7:00 AM-7:50 AM

Quick, Easy, Fast, and Cheap! Using Excel to Eliminate Risk of Errors, to Standardize Reports, and Support the Triple Aim of Improved Accessibility and Patient Outcomes at Less Cost

Stephanie Moravec, MPH, Quality and Continuous Improvement Specialist, BloodCenter of Wisconsin, Inc., Milwaukee, WI

7:00 AM-8:50 AM

Understanding and Applying the '20 Keys' Tool to Your Lab's Lean Programs to Achieve Best-Practice Performance and a Uniform Measure of Excellence across All Work Groups (Two-hour workshop with certificate of completion)

Patrick Maul, MBA, MT(ASCP), Lean Sigma Black Belt, Principal Consultant, Becton, Dickenson and Company (BD), St. Cloud, FL

MASTER CLASS SESSIONS

8:00 AM-8:50 AM

Changing the Culture to a Culture of Change: Case Studies and Approaches to Empowering Change and Improvement

Jack Zakowski, Ph.D., FACB, Principal, IVD Consulting LLC, Yorba Linda, CA

8:00 AM-8:50 AM

Tackling the Error Reporting Conundrum: Using Lean Thinking to Determine What Non-conformances Need to be Investigated, Reported, and Who Needs to be Involved

Anne T. Daley, MS, CMQ/OE(ASQ), CSSB, CLC(AMT), MT(ASCP), DLM, President, Daley Consulting, LLC, Mesa, AZ

BENEFACTOR SESSION

8:00 AM-8:50 AM

CAP BENEFACTOR SESSION: From Blame to Gain: Getting to the Root of the Problem and Influence Cultural Change - Our Experience in ISO 15189 and Effective Root Cause Analysis

Kristy Short, MPH, MLS(ASCP), CSSGB, Process Improvement Specialist, ProMedica Laboratories, Toledo, OH;
Brian D. Stambaugh, MPA, MT(ASCP)SBB, Enterprise Diagnostics Manager, Laboratory Operations & Blood Bank, Lancaster General Hospital, Lancaster, PA

GENERAL SESSIONS

9:00 AM-10:30 AM

Laboratory Certification and Accreditation: What's Working, the Most Common Deficiencies, and How Labs Should Prepare for Coming Changes

Denise Driscoll, MS, MT(ASCP)SBB, Senior Director, Laboratory Accreditation and Regulatory Affairs, College of American Pathologists, Northfield, IL; Karen W. Dyer, MT(ASCP), DLM, Director, Division of Laboratory Services, Centers for Medicare and Medicaid Services, Baltimore, MD; Nora L. Hess, MBA, MT(ASCP), PMP, Senior Consultant, Operations Management, Chi Solutions, Ann Arbor, MI; Heather Hurley, Executive Director, Laboratory Accreditation Program, The Joint Commission, Oakbrook Terrace, IL; Kathy Nucifora, MPH, MT(ASCP), Director of Accreditation, COLA, Columbia, MD; Randall (Randy) Querry, Accreditation Manager-Clinical, Forensic and PT Provider Programs, American Association for Laboratory Accr, Frederick, MD

10:45 AM-11:25 AM

Year Two of Pursuing Best-in-Class with Limited Resources: How Teams at ARUP Use the Value Pyramid to Achieve an Enterprise-Wide Lean Transformation

Bonnie Messinger, CPHQ, Process Improvement Manager, ARUP Laboratories, Salt Lake City, UT
David J. Layton, BS, MS, Improvement Engineering and Operations Leader, ARUP Laboratories, Salt Lake City, UT

11:25 AM-11:40 AM

Lean/Six Sigma Poster Awards

11:40 AM-1:00 PM

Lunch & Exhibition

SPECIAL SESSION

1:10 PM-3:00 PM

Lab Quality Managers Roundtable

Anne T. Daley, MS, CMQ/OE(ASQ), CSSB, CLC(AMT), MT(ASCP), DLM, President, Daley Consulting, LLC, Mesa, AZ; Tania Motschman, MS, MT(ASCP)SBB, Associate Vice President, Quality Director, Laboratory Corporation of America, Rochester, MN

BREAKOUTS

1:00 PM-2:00 PM

Incorporating Automation and Rapid Diagnostic Technologies into the Micro Lab's Lean Workflow to Boost Productivity, Shorten Length of Stay, and Improve Antibiotic Utilization

Wendy Williams, MT(AMT), MSAH, Director of Laboratory and Pathology Services, Appalachian Regional Healthcare System, Boone, NC

1:10 PM-2:00 PM

Chapter Two of Our Lab Division's Journey to Become Best-in-Class: How We Shifted the Culture to Empowerment and Engaged Our Pathologists to Boost Quality and Productivity

Margaret G. Coppin, HT(ASCP), Pathology Division Manager, ARUP Laboratories, Salt Lake City, UT; Christian Horrocks, MBA, DLM(ASCP), CSSGB, Group Manager - Anatomic Pathology, ARUP Laboratories, Millcreek, UT

1:10 PM-2:00 PM

Using Our Lean-Based Deviation Management System as a Powerful Way to Identify, Trend, and Prioritize Defects Resolution in Your Lab

Ruan Varney, CT, CQE(ASQ), SSBB, Quality Systems Manager, Pathology & Laboratory Medicine, Henry Ford Health System, Detroit, MI

BREAKOUTS

2:10 PM-3:00 PM

International Lab Lean Case Study: Lessons Learned from Our Lab's Eight-Year Use of Quality Management Methods to Change the Culture, Boost Productivity, Increase Quality

Rita Cristina Ribeiro, MSc., Medical Biochemistry, Black Belt Healthcare Six Sigma/Coordinator of Technical Department, Centro Medicina Laboratorial Germano Sousa, Lisbon, Portugal

2:10 PM-3:00 PM

New Approaches to Improving Laboratory Courier and Logistics: How We Use Technology, Collaborations, and Workflow Redesign to Slash Transport Times, Improve Trackability, and Increase Client Satisfaction

Mark A. McSally, Esq., Chief Operating Officer and General Counsel, Dominion Diagnostics, North Kingstown, RI

GENERAL SESSION

3:15 PM-3:30 PM

Distilling the Essential Lessons from the 11th Annual Lab Quality Confab

Robert L. Michel, Editor-in-Chief, THE DARK REPORT, Spicewood, TX

POST CONFERENCE SESSIONS

Thursday, October 26, 2017

8:00 AM-4:30 PM

Getting More from Lean for Lab Leaders: Henry Ford Production System Lean Gold Certification

Jacqueline R. Copeland, Management Engineer, Henry Ford Hospital, Detroit, MI; Ruan Varney, CT, CQE(ASQ), SSBB, Quality Systems Manager, Pathology & Laboratory Medicine, Henry Ford Health System, Detroit, MI; Richard J. Zarbo, M.D., DMD, System Chairman, Pathology and Laboratory Medicine, Henry Ford Hospital, Detroit, MI

Wednesday, October 25, 2017, 1:00 PM-5:00 PM

Thursday, October 26, 2017, 8:00 AM-5:00 PM

Lean Six Sigma Yellow Belt Training and Certification (12 hours instruction)

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

Thursday, October 26, 2017, 8:00 AM-4:30 PM

Mastering Strategic Leadership In Pursuit of Clinical Lab 2.0

Karan Arora, Senior Global Marketing Director, Abbott Laboratories, Abbott Park, IL

William Remillard, Chief Technical Officer, TriCore Reference Laboratories, Albuquerque, NM

Leo Serrano, FACHE, DLM(ASCP), Clinical and Operations Consultant, FirstPath LLC, Ft. Lauderdale, FL

2017 Registration Form

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 (October 24-25)	# people x		
Register on or before September 8	_____ x \$945	=	\$ _____
Register after September 8	_____ x \$1045	=	\$ _____
Less discounts if applicable (2 or more attendees)	_____ x \$50	=	\$ _____

Post-Conference Workshops (October 26)

Lean Six Sigma Yellow Belt Training & Instruction (12 Total Hours)
Wed., Oct. 25 (1:00 PM - 5:00 PM), Thurs., Oct. 26 (8:00 AM - 5:00 PM)

Register on or before September 8	_____ x \$425	=	\$ _____
Register after September 8	_____ x \$495	=	\$ _____

Getting More from Lean for Lab Leaders: Henry Ford Production System Lean Gold Certification - Thurs., Oct. 26 (8:00 AM - 5:00 PM)

	# people x		
Register on or before September 8	_____ x \$425	=	\$ _____
Register after September 8	_____ x \$495	=	\$ _____

Method of Payment:

- ___ Check made payable to: THE DARK REPORT
 Mail to: THE DARK REPORT, 21806 Briarcliff Dr, Spicewood, TX 78669
 ___ Please charge my:

- Visa  MasterCard  American Express 

Number _____ Expiration date _____ Security code _____

Note: THE DARK REPORT
 Fed. Tax ID No:
 93-1187430

- Signature _____
- Address above is billing address. Billing address is different than above

Address _____ City _____ State _____ Zip _____

- Purchase order # _____
 Please bill me and guarantee my registration upon receipt of payment.

Lab Quality Confab is produced by THE DARK REPORT
 21806 Briarcliff Dr., Spicewood, TX 78669 • 512-264-7103

Space is limited. It is essential to register early!

Frequently Asked Questions

When is it? Where is it?

Lab Quality Confab and Process Improvement Institute takes place on Tuesday and Wednesday, October 24-25, 2017, at the Sheraton Hotel in New Orleans.

Where can I stay?

Network with all your fellow LQC attendees at the Sheraton Hotel in New Orleans. As a Lab Quality Confab attendee your special discounted room rate is \$224. You can book online at our group reservations site, found at www.labqualityconfab.com/travel. Rooms are on a space availability basis until October 3 so don't delay in making your reservation!

How much does it cost?

Early-bird registration is \$945 for Lab Quality Confab and Process Improvement Institute. An additional fee is required for the special post-conference workshops.

How can I save money on registration?

You have TWO ways to save money on tuition fees. If you register by the early bird date (September 8), your tuition is reduced to \$945. And, you can make this a team learning event! Bring four or more from your organization and register each at \$695—a discount of more than 30% 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. Call us at the number below for your special group discount code.

What happens if I need to cancel?

Substitutions may be made at any time at no charge. Cancellations through September 23 are subject to a \$50 processing fee. Cancellations after 5pm on September 23 are subject to a \$275 cancellation fee. Cancellations after October 10 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.

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 are available for this event. Please contact Jill Pierce at 415-302-7882.