

Lab Quality Confab

PROCESS IMPROVEMENT INSTITUTE

Pursuing Excellence in Continuous Improvement

Hyatt Regency San Antonio

Monday, November 5, 2012

5:30 PM-7:30 PM **Early Registration and
Get Acquainted Reception with Refreshments**

Day One, Tuesday, November 6, 2012

6:30 AM-9:00 AM **Registration and Continental Breakfast**

Concurrent Management Master Classes

- 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
- 7:00 AM-7:50 AM** **Key Process Indicators: Using KPIs to Unlock Real-Time Gains in Work Flow and Work Processes**
Mark Graban, President, Constancy, Inc., San Antonio, TX
- 7:00 AM-7:50 AM** **Automating the Cytology Laboratory: How to Best Combine Lean and Automated Systems**
Mike Fowler, Lean Specialist & Cytology Application Specialist, Hologic, Marlborough, MA
- 7:00 AM-7:50 AM** **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** **Understanding DMAIC and Effective Root Cause Analysis and How to Apply Them to Laboratory Work Flow and Work Processes**
Jacquie Vealey, Director Technical Marketing, Quest Diagnostics, Madison, NJ
Kelly Owen, Director, Projects & Six Sigma Master Black Belt, Quest Diagnostics, Cincinnati, OH
- 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
- 8:00 AM-8:50 AM** **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

8:00 AM-8:50 AM **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

8:00 AM-8:50 AM **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

General Sessions

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**

Special Session

2:00 PM-4:50 PM **Value Stream Mapping: Mastering the Essentials of Identifying Opportunities in Clinical Labs and Pathology Groups**
Patrick Maul, Lean Six Sigma Black Belt, Principal Consultant, BD, St. Cloud, FL

Concurrent Breakout Sessions

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

2:00 PM-2:50 PM **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

2:00 PM-2:50 PM **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

2:00 PM-2:50 PM **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

3:00 PM-3:50 PM **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

3:00 PM-3:50 PM **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 Laboratories, Salt Lake City, UT

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

4:00 PM-4:50 PM **Using Project Charters to Increase the Success of Your Lab's Process Improvement Program**

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

4:00 PM-4:50 PM **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

4:00 PM-4:50 PM **Mayday Boss! CLIA Inspectors Are in Our Lab and They are NOT Happy!**

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

General Session

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, Shoreview, MN

5:45 PM-7:30 PM **EXHIBITORS RECEPTION**

With food, refreshments and Election Night Coverage

Wednesday, November 7, 2012

6:45 AM-9:00 AM Continental Breakfast

Concurrent Management Master Classes

- 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
- 7:00 AM-7:50 AM **How to Conduct Your Assessment of Products and Systems Before Purchase**
Steve Stone, Managing Director, Argent Global Services, Oklahoma City, OK
- 7:00 AM-7:50 AM **Achieving the Goal of Six Sigma Perfection in Specimen Collection and Handling: Best Practices Inside and Outside the Laboratory**
Pawan Singh, Sr. Product Manager, Sunquest Information Systems, Tucson, AZ
Jonathon Northover, Product Manager, Sunquest Information Systems, Tucson, AZ
- 7:00 AM-8:50 AM **Fundamentals of Mistake-Proofing Your Operation**
Susan Stegall, Owner & CEO, M. S. Stegall & Associates, LLC, Salem, OH
- 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
- 8:00 AM-8:50 AM **Best Ways to Bring Lean and Automation into Molecular Laboratories**
Adam Walter, Solution Optimization Specialist, Becton Dickinson, Mason, OH
- 8:00 AM-8:50 AM **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 Supervisor, Medstar Good Samaritan Hospital, Baltimore, MD
- 8:00 AM-8:50 AM **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

General Sessions

- 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, Shoreview, 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 **Essentials of Heijunka (Production Leveling) in Lab Work Flow**
Dale Hershfield, Sr. Consultant, ValuMetrix Services, Ortho Clinical Diagnostics, Johnson & Johnson, Chicago, IL

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

Concurrent Breakout Sessions

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

1:10 PM-2:00 PM **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

1:10 PM-2:00 PM **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

1:10 PM-3:00 PM **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 Manager, Florida Hospital, Orlando, FL

2:10 PM-3:00 PM **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

2:10 PM-3:00 PM **Lean Successes in Patient Registration, PSC Wait time, and Lab Billing**
Chris Lorenzen, Executive Director - Lean Processes, Wyoming Medical Center, Casper, WY

2:10 PM-3:00 PM **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

General Session

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

Thursday, November 8, 2012 – Post Event Workshops
(Separate Registration Required)

7:30 AM-8:00 AM **Continental Breakfast and Registration**

Option 1.

8:00 AM-5:00 PM **Six Sigma Yellow Belt Training and Certification (Part 2)**
Maureen Harte, Lean Six Sigma Master Black Belt, HartePro Consulting, Midvale, UT

12:00 PM-1:00 PM **Networking Lunch**

Option 2.

8:00 AM-4:30 PM **Lean For Lab Leaders: Achieving Mastery with Concepts, Implementation, and Outcomes**
Leslie Sprick, Owner and CEO, Sprick Group, LLC, Charlotte, NC

12:00 PM-1:00 PM **Networking Lunch**