



October 9-10

Hyatt Regency

Atlanta, GA

2018

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Monday, October 8, 2018

5:30 PM - 7:30 PM Terrace Foyer

Early Registration

5:30 PM - 7:30 PM Pool Deck

Get Acquainted Reception

Tuesday, October 9, 2018

6:30 AM - 9:00 AM Terrace Foyer

Registration

6:30 AM - 9:00 AM Regency Ballroom 5-6

Continental Breakfast

Master Class Sessions

7:00 AM - 7:50 AM Grand Hall A

Clever Ways to Use Kanban Signals to Improve Lab Inventory Management, Lower Inventory Costs, and Minimize Stock-outs of Reagents and Date-Dependent Materials

- Patrick J. Maul, MBA, MT(ASCP), Lean Six Sigma Black Belt, Consultant; Lean Six Sigma Process Innovation, Healthcare Consulting Services, Saint Cloud, FL

7:00 AM - 7:50 AM Grand Hall B

Using Workflow Redesign in a New DNA Isolation Laboratory to Cut TAT, Improve Productivity, and Advance Patient Care

- Nicole Muenchow, Supervisor DNA Core and Clinical Trials & Cellular Therapies, Versiti, Milwaukee, WI

7:00 AM - 8:50 AM Grand Hall C

4 Fundamental Lean Tools to Transform your Laboratory (Two-hour Lean Certification Workshop)

- Rita D'Angelo, CQE, SSBB, MS, Ph.D., President & Chief Executive Officer, D'Angelo Advantage, LLC, Gibraltar, MI
- Bill Krzysnik, BSME, MM, CQE, Senior Consultant, D'Angelo Advantage, LLC, Oxford, MI
- Bonnie L. Messinger, CPHQ, CMQ/OE, Six Sigma Black Belt, Process Improvement Consultant, D'Angelo Advantage, LLC, Sandy, UT

7:00 AM - 8:50 AM **Grand Hall D****Value Stream Mapping for Intermediate Practitioners, Prioritizing Projects and Selecting the Right Tools (Two-hour Lean Certification Workshop)**

- Katja Lehmann, Ph.D., Global Healthcare Consultant, Becton, Dickinson and Company, Sparks, MD

Master Class Sessions**8:00 AM - 8:50 AM** **Regency Ballroom 7****Using Your Lab's Analytics Solution to Achieve Best-in-Class Lab Productivity, Quality, and Cost Management**

- Vanessa Hawrylak, MS, MLS(ASCP)CM, Technical Support Specialist, Visiun, Inc., Ann Arbor, MI
- Thomas Joseph, MBA, MT(ASCP), President & CEO, Visiun, Inc., Ann Arbor, MI

Benefactor Sessions**8:00 AM - 8:50 AM** **Grand Hall A****ROCHE BENEFACTOR SESSION: The Emerging Role of Digital Diagnostics in Precision Medicine - Harnessing Data to Transform Patient Care**

- Denise Heaney, Ph.D., Senior Scientific Affairs Manager, Roche Diagnostics, Indianapolis, IN

8:00 AM - 8:50 AM **Grand Hall B****UPS BENEFACTOR SESSION: Smarter Specimen Logistics: New Solutions for Improved Specimen Collection, Transportation, Visibility and Turnaround Time**

- Shannon DeMar, Senior Marketing Manager Healthcare Strategy, UPS, Atlanta, GA
- Jeff Walsingham, Corporate Laboratory Market Strategy, UPS, Atlanta, GA

General Sessions**9:00 AM - 9:40 AM** **Regency Ballroom 7****How Labs Are Taking the Lead in Transforming Healthcare in the United States: Using Quality Management and Lean to Add Value, Improve Patient Outcomes, and Lower Cost of Care**

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

9:40 AM - 10:10 AM **Regency Ballroom 7****Leveraging Lean to Become a Best-In-Class Lab Performer: How We Built a New Core Lab While Integrating Lab Operations and Helping Staff Embrace a New Culture**

- Steven A. Harris, MSA, MT(ASCP), Assistant Vice President, Atrium Health, Charlotte, NC
- Modena Henderson, MHA, Vice President, Laboratory Services, Atrium Health, Charlotte, NC

10:10 AM - 10:30 AM**Morning Break****10:30 AM - 11:10 AM** **Regency Ballroom 7****How Lows and Highs Propelled Our Anatomic Pathology Department's Journey to Transform the Culture with Lean, Six Sigma, and ISO 15189**

- Michael B. Cohen, M.D., Interim Chair and Professor, Pathology, Wake Forest School of Medicine, Winston-Salem, NC
- Rita D'Angelo, CQE, SSBB, MS, Ph.D., President & Chief Executive Officer, D'Angelo Advantage, LLC, Gibraltar, MI

11:10 AM - 11:50 AM **Regency Ballroom 7****The Difference Between Change and Transformation: What We Learned as Our Quality Management Initiative Evolves**

- David J. Layton, BS, MS, Improvement Engineering Supervisor, ARUP Laboratories, Salt Lake City, UT
- Bonnie L. Messinger, CPHQ, CMQ/OE, Six Sigma Black Belt, Process Improvement Consultant, D'Angelo Advantage, LLC, Sandy, UT

12:00 PM - 1:50 PM **Regency Ballroom 5-6****Lunch and Exhibition****Breakout Sessions****2:00 PM - 2:50 PM** **Grand Hall C****Achieving Standardized, High-Performance Lab Testing Services at Multiple Hospitals Using Lean Methods and Effective Engagement with Lab Staff and Nurses**

- Gary V. Catarella, MBA, MT(ASCP), Assistant Vice President, Hospital Operations, Atrium Health, Charlotte, NC

2:00 PM - 2:50 PM

Grand Hall A

Installing New Automation and Analyzers in a Confined Lab Space: Why Our 'Big Bang' Approach Saved Implementation Time and Produced Cost Savings, Better TAT

- Athena Petrides, Ph.D., Assistant Professor of Pathology, Brigham and Women's Hospital, Boston, MA

2:00 PM - 2:50 PM

Grand Hall B

It's a Quality First for the Lab Industry! Lessons from Our Multi-Year Journey to Repeatedly Achieve Six Sigma Quality in Reducing Lost Specimens

- Charles D. Hawker, Ph.D., MBA, Scientific Director, Automation & Special Projects (ret.), ARUP Laboratories, La Quinta, CA

Special Session

2:00 PM - 3:50 PM

Grand Hall D

Lab Quality Managers Roundtable (Two Hours)

- Anne T. Daley, MS, CMQ/OE(ASQ)CSSB, MT(ASCP)DLM, Quality Officer, ARUP Laboratories, Salt Lake City, UT
- Tania Motschman, MS, MT(ASCP)SBB, Associate Vice President, Quality Director, Laboratory Corporation of America, Rochester, MN

Breakout Sessions

3:00 PM - 3:50 PM

Grand Hall A

Performance Analytics: Practical Application and Case Studies for Use in Daily Management and Test Utilization

- Samantha Rousos, BSSE, MBA, KL, PPC, Process Improvement, ProMedica Laboratories, Toledo, OH
- Amanda Wright, Quality Management Specialist, ProMedica Laboratories, Toledo, OH

3:00 PM - 3:50 PM

Grand Hall B

New Strategies for Smarter Specimen Logistics: Innovative Lean Approaches to Enhance End-to-End Specimen Logistics

- Shannon DeMar, Sr. Marketing Manager Healthcare Strategy, UPS, Atlanta, GA
- Mark A. McSally, Esq., Chief Operating Officer and General Counsel, Dominion Diagnostics, North Kingstown, RI

Breakout Sessions

4:00 PM - 4:50 PM

Grand Hall A

Expanding the Scope of Best-in-Class 4-Step Process: Shared Successes, Setbacks, Lessons from the Real World

MODERATOR:

- Anne T. Daley, MS, CMQ/OE(ASQ)CSSB, MT(ASCP)DLM, Quality Officer, ARUP Laboratories, Salt Lake City, UT

CO-PRESENTERS:

- David J. Layton, BS, MS, Improvement Engineering Supervisor, ARUP Laboratories, Salt Lake City, UT
- Bonnie L. Messinger, CPHQ, CMQ/OE, Six Sigma Black Belt, Process Improvement Consultant, D'Angelo Advantage, LLC, Sandy, UT

4:00 PM - 4:50 PM

Grand Hall B

Lessons We've Learned in our Step-by-Step Journey to Transform Lab Operations and Integrate Testing Across All Sites: Engaging Staff, Sustaining Change, Working with Vendors and Consultants

- Steven A. Harris, MSA, MT(ASCP), Assistant Vice President, Atrium Health, Charlotte, NC
- Modena Henderson, MHA, Vice President, Laboratory Services, Atrium Health, Charlotte, NC

4:00 PM - 4:50 PM

Grand Hall C

Using Data Analytics to Prove How the Popular Wisdom on Automation and Staffing is Often Wrong

- Kim Collison, Director of Laboratory Services, Spectrum Health, Grand Rapids, MI

REGISTER NOW!

April 30-May 1, 2019

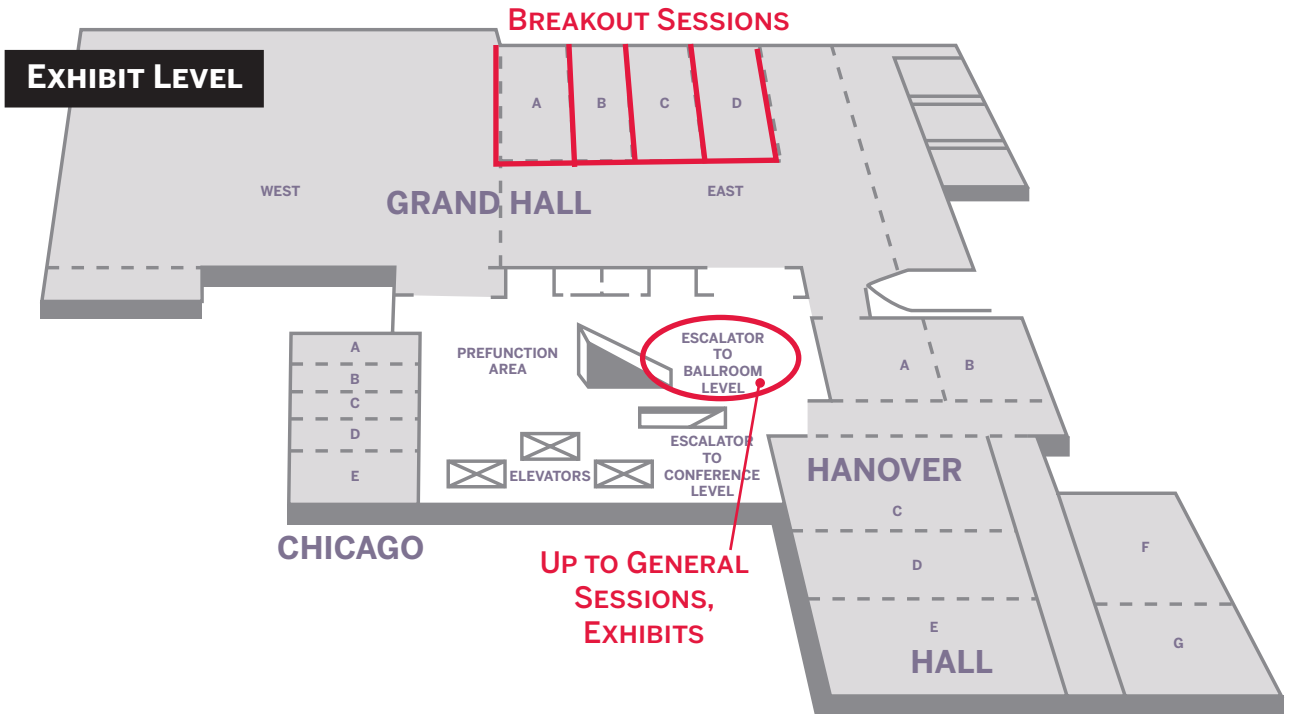
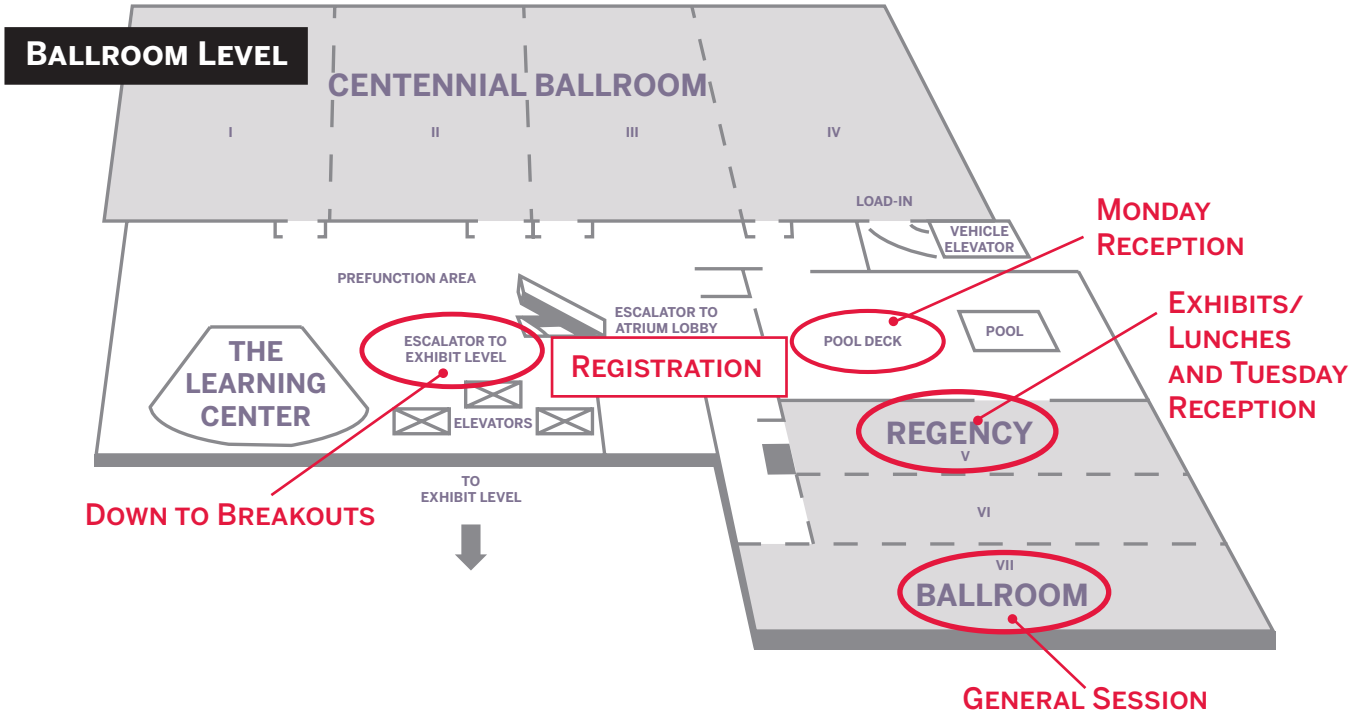
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General Session

5:00 PM - 5:40 PM **Regency Ballroom 7**

Achieving Best-in-Class in Clinical Lab Operations and Performance: Positioning your Lab Team for Clinical and Operational Success

MODERATOR:

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

PANELISTS:

- Rita D'Angelo, CQE, SSBB, MS, Ph.D., President & Chief Executive Officer, D'Angelo Advantage, LLC, Gibraltar, MI
- Linda S. Flynn, MS, MBA, MT(ASCP)SBB, Principal, LS Flynn & Associates, Florence, KY
- Modena Henderson, MHA, Vice President, Laboratory Services, Atrium Health, Charlotte, NC

5:45 PM - 7:30 PM **Regency Ballroom 5-6**

Exhibitors Reception



Wednesday, October 10, 2018

6:45 AM - 9:00 AM **Terrace Foyer**

Registration

6:45 AM - 9:00 AM **Regency Ballroom 5-6**

Continental Breakfast

Master Class Sessions

7:00 AM - 7:50 AM **Grand Hall A**

Performance Coaching and Management Observations in the Lab: Master this Proven Way to Develop Your Lab's Managers, Supervisors, and Lab Staff

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

7:00 AM - 8:50 AM **Regency Ballroom 5-6**

Lean Six Sigma Poster Presentations

7:00 AM - 8:50 AM **Grand Hall B**

Mastering the Most Effective Lean Methods to Identify and Reduce the 8 Wastes in Your Laboratory (Two-hour Lean Certification Workshop)

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

Master Class Sessions

8:00 AM - 8:50 AM **Grand Hall A**

Patient Safety, Error Reduction, and Quality Improvement: Successes and Lessons Learned from 10 Years of Lean, Process Redesign, and Hospital-wide Staff Engagement

- Milenko Tanasijevic, M.D., MBA, Vice Chair of Clinical Pathology and Quality; Director, Clinical Laboratories Division, Department of Pathology; Associate Professor of Pathology; Harvard Medical School, Brigham and Women's Hospital, Boston, MA

8:00 AM - 8:50 AM **Grand Hall C**

When Your Lab Space is Too Small: Proven Techniques to Successfully Fit New Analyzers and Automation into a Space-limited Lab While Enhancing Lean Workflow

- John Hildebrandt, Strategic Workflow Consultant, Roche Diagnostics, Carver, MA

8:00 AM - 8:50 AM

Grand Hall D

Why Your Lab Automation Regularly Fails to Meet Essential Turnaround Times and Other Similar Issues: Secrets to Optimize and Turbocharge Your Existing Instrumentation

- Linda S. Flynn, MS, MBA, MT(ASCP)SBB, Principal, LS Flynn & Associates, Florence, KY

General Sessions

9:00 AM - 10:30 AM

Regency Ballroom 7

Laboratory Certification and Accreditation: New Developments, Most Common Deficiencies, and Making Your Lab “Assessment Ready”

MODERATOR:

- Nora L. Hess, MBA, MT(ASCP), Senior Consultant, Operations Management, Accumen (Chi Solutions), Sarasota, FL

PANELISTS:

- Denise Driscoll, MS, MT(ASCP)SBB, Senior Director, Laboratory Accreditation and Regulatory Affairs, College of American Pathologists, Northfield, IL
- 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 V. Query, Accreditation Manager - Clinical, American Association for Laboratory Accreditation (A2LA), Frederick, MD

10:30 AM - 10:45 AM

Morning Break

10:45 AM - 11:25 AM

Regency Ballroom 7

It's the Perfect Lab Management Strategy ‘Mash Up’: Using the Lab Value Pyramid to Guide Your Lab’s Journey to Clinical Lab 2.0

- Khosrow R. Shotorbani, MBA, MT(ASCP), Executive Director, Project Santa Fe Foundation, Salt Lake City, UT

11:25 AM - 11:40 AM

Regency Ballroom 7

Lean Six Sigma Poster Awards

11:40 AM - 1:00 PM

Regency Ballroom 5-6

Lunch and Exhibition

Breakout Sessions

1:10 PM - 2:00 PM

Grand Hall A

Applying Lean Methods when Doing the Architectural Design of New Laboratory Facilities or Remodeling Existing Spaces to Achieve Optimal Productivity, Workflow, and Quality

- Romano Nickerson, AIA, Principal, Boulder Associates Architects, Boulder, CO
- Michael Oswald, BA Business Management, EMT LSSBB SM, Business Advisor, Boulder Associates, Boulder, CO

1:10 PM - 2:00 PM

Grand Hall B

Challenging the Status Quo for Quality Control in an Integrated Health System Lab: How We Improved Our QC Performance, Converted 15 Lab Sites, and Saved \$250,000

- Cari Gusman, MT, Assistant Vice President, Clinical Laboratory Operations, Northwell Health Laboratories, Lake Success, NY
- Hannah Poczter, MPH, DLM(ASCP), Vice President, Quality Systems Operations & Strategy, Northwell Health Laboratories, Lake Success, NY

1:10 PM - 2:00 PM

Grand Hall C

Creating a Bio-Repository for 1,000,000 Specimens: How We Used Simulation Models and Process Engineering to Ramp Up Capacity, Maintain Quality, and Boost Productivity

- Tharana Maran, Health Systems Engineer; Department of Management Engineering & Internal Consulting, Mayo Clinic, Rochester, MN

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Breakout Sessions**2:10 PM - 3:00 PM****Grand Hall A****Greenbelt Project to Move ER POCT to Core Chemistry Platform: Using Lean, Middleware Analytics and New Instrumentation to Improve TAT, Cut Expenses, Improve Consistency**

- Michelle Rohozen, MT(ASCP), Senior Consultant Strategic Marketing, Siemens, Lake Mary, FL
- Jonathan Tan, MLS(ASCP)CM SCCM, Chemistry Technical Specialist, Columbus Regional Health, Columbus, IN

2:10 PM - 3:00 PM**Grand Hall B****How Our Lab Used Lean and Collaborations with Clinicians to Contribute to Reducing Readmission Rates at our Health System**

- Tereasa Akerman, RN, MSN, CCRN, Director, BayCare Patient Communication Center and eICU, BayCare Health System, St Petersburg, FL
- Sachin Gupta, Ph.D., MBA, MT(ASCPi)MB, Lean SSBB, Lab Quality and Informatics Lead, BayCare Health System, Clearwater, FL

General Session**3:15 PM - 3:30 PM****Regency Ballroom 7****Distilling the Essential Lessons from the 12th Annual Lab Quality Confab**

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

**Post-Conference Workshop**
Separate Registration Required**Wednesday, October 10, 2018****1:00 AM - 5:00 PM****Grand Hall D****Six Sigma Yellow Belt Training and Certification (12 hours Instruction)**

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

Thursday, October 11, 2018**7:30 AM - 8:00 AM****Grand Hall D****Continental Breakfast****8:00 AM - 5:00 PM****Grand Hall D****Six Sigma Yellow Belt Training and Certification (12 hours Instruction)**

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

12:00 PM - 1:00 PM**Grand Hall C****Networking Lunch**

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