

Tuesday, September 29 Master Classes

1. **Blending Green with Lean in Your Laboratory**
Vassilios I. Nicolaou, AIA, NCARB, Vice President / Senior Laboratory Architect, Lou Pallay, RA, Senior Associate, Karlsberger Laboratory & Technology Group, Birmingham, AL
2. **ISO 15189: Taking Your Lab from Concept to Accreditation**
Caroline Maurer, ISO 15189 Program Director, Accreditation Program, College of American Pathologists, Northfield, IL
3. **Aligning Lab Automation and Lean Methods to Achieve World-Class Productivity in Your Lab**
Christine Brown, BS, ASQ CSSBB, MT HHS, Consulting Skills Development Manager, Master Black Belt, Diane Hoover, BSMT, MBA, Workflow Consultant, Lean Six Sigma Blackbelt, Abbott Laboratories, Abbott Park, IL
4. **Visual Management of Histology Workflow in Real Time and Day-by-Day**
Katja Lehmann, Ph.D., Manager, Workflow Consulting, Leica Microsystems, Inc., Bannockburn, IL
5. **Using Kaizen Events and DMAIC Approach to Unlock High-Performance in Laboratory Work Flow**
Lorre Pacheco, MBA, Director, Sales Operations, Sunquest Information Systems, Tucson, AZ
6. **All the How's and Why's to Achieving Standard Work in the Laboratory**
Martha Sunyog, MT(ASCP), Lean Consultant, ValuMetrix Services, Ortho-Clinical Diagnostics, Naples, FL

General Sessions

7. **Healthcare's New Reality: Why Patients' Expectation of Error-free Care Raises the Stakes for Labs and Hospitals**
Robert L. Michel, Editor-In-Chief, THE DARK REPORT, Spicewood, TX
8. **New Choice for Hospitals: Achieving both Medicare Accreditation and ISO 9001 Accreditation at the Same Time**
Patrick Horine, Executive Vice President, Accreditation, DNV Healthcare Inc., Cincinnati, OH
9. **Case Study: St. Luke's Hospital Earns Simultaneous Accreditation with Medicare Accreditation and ISO 9001**
Cheryl Roush, Organizational Quality Manager, St. Luke's Hospital, Maumee, OH
10. **Case Study: One Laboratory's Experience in Taking ISO 15189 from Concept to Accreditation**
Joseph Skrisson, CEO, Piedmont Medical Laboratory, Winchester, VA

Concurrent Breakout Sessions

11. **Blending the Right Metrics with Lean Processes and Automation to Meet Increased Lab Test Volume**
April Gamache, Vice President, Business Services, LifeLabs, Toronto, Ontario, Canada
12. **How to Build the Quality Improvement Mindset and Sustained Effort into the Lab Organization**
Bonnie Messenger, CPHQ, Quality Manager, ARUP Laboratories, Salt Lake City, UT

13. **Lean and Lab Automation in Micro: Pursuing the New Paradigm in Modern Microbiology**
Leo Serrano, FACHE, CLSup(NCA), Director of Laboratory Services, Avera McKennan Hospital & University Health Center, Sioux Falls, SD
14. **Lean, Six Sigma, and Culture Change at Oklahoma University: Three Steps to a "Best Practice" Histology Lab**
Crystal Glass, BS, CT(ASCP), Director of Anatomic Pathology, Oklahoma University Medical Center, Oklahoma City, OK
15. **Using Lean to Create High-Performance Work Flow in a Histology R&D Laboratory**
Andreas L. Hoel, M. Sc., MBA, Global Product Manager, Dako Denmark A/S, Glostrup, Denmark
16. **Effective Ways to Use Metrics to Achieve "Best Practice" Performance in Your Lab**
Tom Joseph, MBA, Managing Partner, Management Insight, LLC, Ann Arbor, MI
17. **Achieving True Lean in Hematology with Full Automation, Integration, and Paperless Solutions**
Mary Ann Burich-Boccia, MBA, MT(ASCP)SBB, Administrative Director, Department of Pathology and Laboratory Medicine, Mercy Medical Center, Canton, OH
18. **Easy-to-Collect and Easy-to-Manage Metrics That Tell the Best Story to Staff and Administration**
Sandy Hood, MT(ASCP)SBB, Administrative Director RHM Laboratory, Riverside Methodist Hospital, Columbus, OH
19. **Our Lab's Journey to Single Piece Workflow: Why It's Important to Move Upstream to Specimen Collection**
Linda Guay, MBA/HCM, MT, Laboratory Operations Manager, Franciscan Health System/St. Joseph Medical Center, Tacoma, WA

General Sessions (cont.)

20. **Panel: Predicting How Quality Management Systems May Raise the Bar on Patient Outcomes While Changing the Delivery of Healthcare**
Robert L. Michel, Moderator; Panelists: Patrick Horine, Allie Karshenas, Leo Serrano

Wednesday, September 30 Master Classes

21. **Organize Yourself & Organize Your Office! Using Lean in your Personal Workspace**
Caroline Ambrose, MT(ASCP), CQM, CSSBB, Consultant, EthosPartners, Adrian, MI
22. **Best Practices from Purchase Order to "Go Live": Achieving Maximum Performance from Analyzers and Automation**
Tina Mitchell, MT(ASCP), Customer Project Manager; Destry Darling, Customer Project Specialist, Siemens Healthcare Diagnostics, Deerfield, IL
23. **Easy Steps to Internally Benchmark Your Lab and Unlock Major Improvements**
Patrick Maul, MBA, MT(ASCP), Principal Consultant, BD Diagnostics Healthcare Consulting, Franklin Lakes, NJ
24. **Supercharging Histology Workflow: New Solutions, New Secrets, New Approaches**
Kelsi Currier, MPH, Director of Workflow Consulting, Ventana Medical Systems, Tucson, AZ
25. **Achieving Lean Workflow By Improved Layout of the Laboratory**
Steve Stone, Managing Director, Argent Global Services, Oklahoma City, OK

General Sessions

26. **Blending Lab Automation and Lean: Best Practices in Pairing These Powerful Tools**
Ralph Dadoun, PhD, VP of Corporate and Support Services, St. Mary's Hospital Center, Montreal, Quebec, Canada
27. **Helping Hospitals/Health Systems Jump-start the Use of Lab Testing to Boost Patient Outcomes**
Allie Karshenas, Ph.D., MSc., CLDir., SS/BB, Vice President of Healthcare Sales & Consulting Services, Amerinet, St. Louis, MO
28. **Infusing Lean into Our Lab's Working Culture and Mindset: Lessons from Four Years of Experience**
Cindy Mand, MBA, Director, Lean Enterprise, Blood Center of Wisconsin, Milwaukee, WI

Concurrent Breakout Sessions

29. **Inventing the "Mini-Lean Model" To Achieve Fast, Lean, Efficient Results**
Hannah Poczter, MPH, DLM(ASCP), Assistant Vice President of Laboratories, Ed Giugliano, Ph.D., Project Director, Black Belt; North Shore LIJ Health System Laboratories, Lake Success, NY
30. **Slashing Pap Smear Turnaround Time with Lean to Gain Competitive Market Advantage**
Jason Newmark, Director; Baystate Reference Laboratories, Virginia Blake, MT(ASCP), Quality Coordinator, Baystate Medical Center, Springfield, MA
31. **Achieving ISO 15189 Accreditation in the Mid-Size Hospital Laboratory**
Bonnie Van Schoik, MT(ASCP), MT(HEW), MLT(ASCP), CLA(ASCP) Director of Laboratory Services, Blanchard Valley Hospital, Findlay, OH
32. **Lean Six Sigma Makeover of Patient Registration Billing Process Triggers More Collected Revenue**
Bill Romanelli, Manager, Outreach, Washington Hospital Center, Washington, DC
33. **Baldrige Basics: What it Does and How Its Use Boosts Your Lab's Quality**
Cindy Gruben, MT(ASCP), MBA/HCM, Administrative Laboratory Director, Banner Desert Medical Center & Cardon Children's Medical Center, Mesa, AZ

34. **"Lean Be the Tube": Slashing Pre-Analytical Turnaround Time By Encouraging Constant Movement of Specimen Tubes**
Shelley Hanson, MT(ASCP), System Quality Technical Specialist, Mandy Jones, Point of Care Coordinator, Laboratory Sciences of Arizona; Sonora Quest Laboratories, Tempe, AZ

General Sessions (cont.)

35. **Extracting the Important Lessons from the Third Annual Lab Quality Confab**
Robert Michel, Editor-in-Chief, THE DARK REPORT, Spicewood, TX

Post-Event Seminars

36. **Our Lean Boot Camp on Achieving Mastery with Concepts, Implementation, and Outcomes**
Anne Daley, MS, CMQOE, CSSBB, CLC, MT, DLM, Senior Consultant, Nora Hess, MBA, MT(ASCP), PMP, Operations Managing Consultant, Chi Solutions, Inc., Ann Arbor, MI
37. **Simplified Six Sigma: Four Easy-to-Use Tools for Fast, Impressive Results in Your Laboratory**
Susan Stegall, MBA, MHSA, MT(ASCP), Managing Partner, Sprick, Stegall & Associates LLC, Salem, OH

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