

Audio
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For Added
Learning!

Here's an opportunity you may never have again...

Take the entire Lab Quality Confab Back home with you!

HERE'S A GREAT OPPORTUNITY—for a cost that's less than half of a full registration, you can return with the entire *Lab Quality Confab* on audio recording!

It multiplies your *Lab Quality Confab* experience—because you can review any recording, at any time. Listen again and learn more from the presentations you liked best.

Bringing audio recordings back from the *Lab Quality Confab* can make you a hero, because it helps the people you work for...*and* the people who work for you. Everyone involved in the laboratory wants to learn the latest, and your *Lab Quality Confab* audio recordings brings them into the heart of the action!

Every year, attendees who get audio recordings tell us it multiplies their learning experience. Experts agree that the best way to capture and retain knowledge is to listen to audio recordings of spoken presentations. It's a superb way to build upon your personal *Lab Quality Confab* experience, as well as share it with others in your lab or hospital.

Bringing back *Lab Quality Confab* audio recordings says something about you—that you want to share with others this vast, concentrated knowledge, at a cost that's a fraction of what you've invested.

Every year *Lab Quality Confab* attendees tell us that one of the things they love most about the program is that it is a non-stop, jammed-pack series of compelling case studies and break-out session presentations. But many are frustrated that the speed of events and

constant activity makes it difficult to capture 100% of all the useful knowledge delivered from the podium—and then process that information to glean the most valuable insights.

It's the precise reason why we record each session and make it available to you on audio recordings. We are all here to learn and absorb as much as possible. By design, the *Lab Quality Confab* is an

managers had begged to come along, but there wasn't a travel budget for this individual.

When she showed up at the next year's *Lab Quality Confab*, she was accompanied by her young lab management protege. She brought him over and introduced him. She told us this individual had listened to every audio recording in the first months after her return.

Motivated by what he heard, this go-getter had energized the med techs to tackle a work flow redesign *and* a detailed productivity measurement program in the lab. Within six months, this hospital lab had cut its average cost-per-test by 18%! And all because a thoughtful manager brought audio recordings back from her *Lab Quality Confab* experience!

We recommend you use your *Lab Quality Confab* Recordings in many ways...

- Listen again and learn more from the presentations you liked best!
- Give your management team the important topics that will help them succeed!
- Use *Lab Quality Confab* recordings to educate your board and senior directors!
- Create a permanent knowledge library with the best in innovative lab management!

It's our best offer...
Get 40 presentations,
each jam-packed
with information,
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overwhelming barrage of learning. And that's why audio recordings are the secret weapon you can use to capture 100% of this knowledge and take it back home with you!

One of our favorite *Lab Quality Confab* stories involves a hospital lab administrator who attended her first *Lab Quality Confab*. At the recording table, she debated about which recording she wanted to take back with her. She finally decided on the complete set because one of her up-and-coming

Presented By

**THE DARK
REPORT**

Use this form to order your audio recordings while you are here at *Lab Quality Confab*. Take advantage of these wonderful on-site specials!

Tuesday, October 21, 2014

Master Class Sessions

Real World and Real Time Assessment of Your Lab's Quality Control Effectiveness: Finding and Fixing the Unrecognized Cost of Poor Quality

Mary C. Galloway, MS, MT(ASCP), Technical Support Specialist, Visiun, Inc., Merritt Island, FL; Jessica Moorefield, MBA, MT(ASCP)CM, Technical Support Specialist, Visiun, Inc., Winston-Salem, NC

Turbocharging Your Core Lab: When to Automate Work Cells... When to Lean...When to Do Both

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

Workflow Redesign in Courier and Logistics: What Every Lab's Lean Practitioners Need to Know

Robin M. Hooker, Director of Marketing - Healthcare Sector, UPS, Atlanta, GA

Leveraging Interoperability Best Practices in Labs, within Hospitals, and with HIEs, Payers, and Public Health Agencies

Jamel Giuma, Product Manager, Interoperability & MU, Sunquest Information Systems, Inc., Tucson, AZ

Taking the System-Level View to Tailor Lab Automation to Your Lab's Unique Workflow

Chris Christopher, MBS, President, Csquared Global Healthcare Consulting, York, SC

Using Next-Generation, Patient-Centric IT Tools to Enhance Workflow, Boost Productivity, and Increase Cash Collections

Bob Gregory, Chief Business Officer, Atlas Development Corporation, Saddle Brook, NJ; Rhonda Merrill, Director of IT Systems and Data Quality, Atherotech Diagnostics, Birmingham, AL

General Sessions

Why Integrated Clinical Care, New Reimbursement Models, and Public Reporting of Provider Outcomes Are Opportunities for Labs to Add Value

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

Coordinating Clinical Laboratory and Anatomic Pathology Services in Today's Integrated Clinical Care Continuum

Gaurav Sharma, M.D., Director, Regional Medical Laboratory, Associate Medical Director, Core Laboratory, Quality Systems and Regulatory Affairs, Henry Ford Medical Center, Detroit, MI; Richard Zarbo, M.D., D.M.D., Senior Vice President and Chair, Pathology and Laboratory Medicine, Henry Ford Health System, Detroit, MI

Anticipating IQCP: What We've Learned about QC and More by Using QMS, Lean, and Continuous Improvement

Lou Ann Wyer, MS, MT(ASCP), CQA(ASQ), Director, Laboratory Services, Sentara Healthcare, Norfolk, VA

Recognizing Healthcare's Transformation and How the Lab's Lean Team Can Contribute to Value Creation Outside the Lab

Matthew M. Modleski, MAS, Vice President, Stovall Grainger Modleski Inc., Carmel, IN

Breakouts and Special Session

Essential Insights: Value Stream Mapping for Intermediate Practitioners, Prioritizing Projects and Selecting the Right Tools

Patrick Maul, MBA, MT(ASCP), Lean Six Sigma Black Belt, Principal Consultant, Becton Dickinson, St. Cloud, FL

Changing the Paradigm and Staff Thinking in Microbiology: Using Lean to Eliminate On-Call Staff, Reduce Rework, and Improve Clinical Performance

Steven G. Matthes, BS, BA, MT, Director of Laboratory Services, St. Peters Hospital, Helena, MT

Towne Meeting on Fixing the Recurring Cost of Bad Quality: Practical Solutions and Useful Innovations from Labs Like Yours

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

Using Observable Elements of Culture to Move Your Lab To Its Ideal State

Icelyn Butler-Morris, Ph.D., Danaher Business Leader, Danaher; Beckman Coulter, Charlotte, NC

Using Toyota's 'Improvement Kata' to Take Your Lab Team to a Higher Level of Problem-Solving and Performance Improvement

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

Assessing the Quality of Your Lab's Test Results: What We Learned at ARUP and How We Changed the Culture to Pursue Highest Quality

Frederick Strathmann, Ph.D., Assistant Professor of Pathology, Medical Director of Toxicology, Associate Scientific Director of Mass Spectrometry, University of Utah / ARUP Laboratories, Salt Lake City, UT

Driving Out Errors that Affect Patient Safety: Successes from Hospital-Wide Efforts and Anatomic Pathologist Engagement Led by the Lab Team

Maryann Kirschner, MBA, BS, ASCP, Vice President of Business Development, Atlantic Diagnostic Laboratories, Bensalem, PA; Jeannie Robidoux, HT(ASCP), Histology Manager, Abington Health, Abington, PA

From Boardroom to Bench: Infusing Lean Throughout the Lab with Huddle Meetings, Kaizen Events, Metrics and More

Nelson Hellwig, MBA, Vice President and CFO, The Blood Center, New Orleans, LA

When Your Hospital CFO Asks: How We Show Our Lab's Gains from ISO 15189 and QMS Programs

Cheryl Wildermuth, MS, MT(ASCP), Quality Management Manager, Avera McKennan Hospital & University Health Center, Sioux Falls, SD

Douglas C. Wood, ASQ, CQE, SSB, CMQ/OE, BS, President, DC Wood Consulting, LLC, Fairway, KS

Implementing New Hematology Systems and Technology in 10 Hospital Labs: How We Incorporated Standardization, Automation, and Middleware to Advance Patient Care

Selke Mantie, MLS(ASCP), CLS(CSMLS), SSGBC, System Technical Specialist for Hematology, Banner Hospitals/ Laboratory Sciences of Arizona/Sonora Quest Laboratories, Tempe, AZ

Simplifying Your Lab's Lean Transformation: How to Do It Right and Make It Last

Rita D'Angelo, MS, ASQ, CQE, Lean Six Sigma Black Belt, President and CEO, D'Angelo Advantage, LLC, Gibraltar, MI

Validation of Interfaces: Our Home-Grown Approach to Effectively Feed Lab Data into the Myriad of HIS, LIS, EHRs and Mobile Devices in Today's Connected Healthcare System

Ed Giugliano, Ph.D., Lean Six Sigma Black Belt, Project Manager, North Shore-LIJ Health System Laboratories, Lake Success, NY

Hannah Poczter, MPH, ASCP(DLM), Assistant Vice President Laboratory Services, Assistant Professor, Department of Pathology and Lab Medicine, North Shore-LIJ Health System Laboratories, Lake Success, NY

General Session

Healthcare's Transformation and How Quality Management Can Help Labs Deliver Value in the Face of Shrinking Reimbursement

Moderator: Leo Serrano, FACHE, DLM, Corporate Director of Laboratory Services, Broward Health System; Panelists: Anne Daley, MS, CMQOE(ASQ)CSSBB, MT(ASCP)DLM, CLC(AMT), Senior Consultant, Chi Solutions; Chris Christopher, MBS, President, Csquared Global Healthcare Consulting; Gaurav Sharma, M.D., Director, Regional Medical Laboratory, Associate Medical Director, Core Laboratory, Quality Systems and Regulatory Affairs, Henry Ford Medical Center; Richard Zarbo, M.D., D.M.D., Senior Vice President and Chair, Pathology and Laboratory Medicine, Henry Ford Health System

Wednesday, October 22, 2014

Master Class & Special Session

Fundamentals of Mistake-Proofing Your Operation with DMAIIC and Other Lean Tools

Curtis Miller, PMP, MBA, Senior Lean Consultant, Ortho Clinical Diagnostics, ValuMetrix Services, East Peoria, IL

Getting Started with ISO 15189 in Your Lab: Introduction to Resources, Training, Implementation, and Timelines for Earning Accreditation

Amanda McDonald, MS, Accreditation Officer II, A2LA, Frederick, MD

How Healthcare's Transformation Is Changing Lab Management: Understanding the Tools and Resources that Will Make You Successful Today and Tomorrow

Allen A. Wozniak, MT(ASCP)SC, Manager, Lab Solutions Services, Sysmex America, Inc., Lincolnshire, IL

The Truth about Personnel Competency: What's Changing and the Secrets to More Effectively Engage Staff and Physicians

Denise Driscoll, MS, MT(ASCP), SBB, Director, Laboratory Accreditation and Regulatory Affairs, College of American Pathologists, Northfield, IL

Achieving Optimal Connectivity in the Histology Laboratory: Using LANs and WANs to Improve Patient Care and Increase Productivity

Christopher Marino, MBA, Lean Six Sigma Green Belt, Strategic Business Manager, Dako, An Agilent Technologies Company, Nashua, NH

Anthony St-Onge, MLT, Lean Six Sigma Green Belt, Strategic Business Manager, Dako, An Agilent Technologies Company, Montreal, Canada

Blending Lean and New Automation Solutions in Cytology to Improve Quality, Cut TAT, and Reduce Costs

Lee Coppin, CLS, Lean Six Sigma Black Belt, Lean Consultant Europe, BD Diagnostics Systems, Oxford, UK

Early Lean Adopters: Lessons Learned From Three Leading Labs in Past 10 Years

Leslie Sprick, CMC, MT(ASCP), Owner & CEO, Sprick Group, LLC, Charlotte, NC

Realigning Lab Focus Beyond Operational Efficiency to Deliver Lab Testing Services That are Tightly Integrated into Patient Care and Clinician Support

Kevin Breuel, Ph.D., MS, HCLD, Professor and Director, ETSU Clinical Labs, Quillen College of Medicine, East Tennessee State University, Johnson City, TN; Curt Johnson, COO, Orchard Software Corporation, Carmel, IN

General Sessions

Understanding Individualized Quality Control Plan (IQCP) Requirements and How They Complement Quality Management Systems

Judith Yost, MA, MT(ASCP), Director, Division of Laboratories, Centers for Medicare and Medicaid Services (CMS), Baltimore, MD

Today's Quality in Histology and Anatomic Pathology: Will It Meet Tomorrow's Expectations for Patient Safety and Diagnostic Precision?

Greg J. Flynn, M.D., FRCPC, Chief Executive Officer, Institute for Quality Management in Healthcare, Toronto, Canada

Where Lab Medicine Creates Value in Healthcare: Essential Steps to Get Out of the Lab and Help Clinicians Achieve Better Patient Outcomes

Lee H Hilborne, M.D., MPH, DLM(ASCP)CM, Corporate Medical Director, Clinical Pathology, Quest Diagnostics and Medical Director, Care Coordination, UCLA, Quest Diagnostics and UCLA, Los Angeles, CA

Breakout & Special Session

Lab Quality Managers Roundtable

Anne Daley, MS, CMQOE(ASQ)CSSBB, MT(ASCP)DLM, CLC(AMT), Senior Consultant, Chi Solutions, Ann Arbor, MI

Tania Motschman, MS, MT(ASCP)SBB, Quality Director, Laboratory Corporation of America, Rochester, MN

Getting More from Lean and Six Sigma Projects by Engaging Employees Through Visual Communication

Christine Nyght, Ph.D., Lean Six Sigma Master Black Belt, Quality Manager, Department of Pathology and Laboratory Medicine, Cedars-Sinai Medical Center, Los Angeles, CA

Project Management on Steroids: Staying on Time and on Budget while Orchestrating Change across Different Lab Departments

John Butz, Administrator of Operations, Mayo Medical Laboratories, Rochester, MN

Adding Industrial Engineers to the Lean/Six Sigma Mix: Lessons from Five Years of Continuous Improvement at ARUP Laboratories

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

Combining Customer Surveys with Continuous Improvement to Create More Added Value for Our Lab's End Users

Ryan Derus, MLS(ASCP), MBA Candidate 2015, Diagnostic Laboratories Quality and Continuous Improvement Analyst, BloodCenter of Wisconsin, Milwaukee, WI

General Session

Extracting the Important Lessons from the 8th Annual Lab Quality Confab

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

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