



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,
for only \$4.98 per session!***

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



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, November 3

MASTER CLASS

How Labs Are Engaging All Hospital Departments to Improve Specimen Handling: Combine Lean and Informatics Tools to Improve Patient Care and Safety in Measurable Ways

JoAnne Scalise, RN, Mgr, Nurse Consulting, Sunquest Information Systems, Minneapolis, MN

Pain Points in Specimen Collection, Handling, and Transport: Identifying and Fixing Systemic Sources of Errors Upstream from the Lab

Robin Hooker, Director of Marketing Healthcare Sector, UPS, Atlanta, GA

Jimmy Kendrick, Chief Operating Officer, MyGenetx, Franklin, TN

Taking on Leadership of Quality Management in Your Lab: Strategic Planning and Effective Implementation of Quality Transformation

Christine Nyght, MBA, Ph.D., Lean Six Sigma Master Black Belt, Quality Mgr, Cedars-Sinai Medical Center, Los Angeles, CA

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

Using Real-time Data to Assess Non-confirming Events, Identify Key Indicators of Quality, and Meet AABB and CAP Requirements in Blood Banks and Labs

Randy German, MT(ASCP)SBB, Blood Bank & Laboratory Quality Mgr, Hoag Hospital, Newport Beach, CA

Combining Real-Time Business Intelligence and Quality Management Systems to Turbocharge Lab Workflow and Productivity

Vince D'Mello, President, D'Mello Labmed Consultants, Mississauga, ON

Innovative Ways to Use Wireless Technology to Improve Quality and Reduce Errors in Lab Specimen Handling and Logistics

Geoff Zawolkow, BS, MS, CEO, Lab Sensor Solutions, Redwood City, CA

New Approaches to Using Real-Time Analytics to Unlock Major Gains in Lab Workflow and Productivity

Sachin Gupta, Ph.D., MBA, MT(ASCP)MB, Six Sigma Black Belt, Performance Improvement Specialist- Laboratories, BayCare Health System, Clearwater, FL

Thomas Joseph, MBA, MT(ASCP), President & CEO, Visiun, Inc., Ann Arbor, MI

GENERAL SESSIONS

Raising the Bar on Quality in Healthcare and Clinical Laboratory Testing: Why the Era of Increased Public Transparency and Tougher Regulations Has Begun

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

Sonora Quest Laboratories' 18-Year Quality Journey: Important Lessons Learned and Tackling the Next Round of Ambitious Goals

Jean Hammelev, BS CT(ASCP) MBA/HCM, VP, Quality & PMO, Laboratory Sciences of Arizona/Sonora Quest Laboratories, Tempe, AZ

Implementing a Single Quality Management System Across the Multiple Hospitals of Henry Ford Health Systems: Combining ISO 15189 with Lean to Deliver More Value

John Waugh, MS, MT(ASCP), System VP, Pathology and Laboratory Medicine, Henry Ford Health System, Detroit, MI

ISO 15189 Accreditation at Biomedical Caledonia Medical Laboratory: How it Benefits Our Lab in Jamaica and Throughout the Caribbean

Barbara Eugennie Hendriks, MT, AMT, Managing Director, Biomedical Caledonia Medical Laboratory, Jamaica

ROUNDTABLE AND BREAKOUTS

Lab Quality Managers Roundtable

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

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

Applying Lean to Outpatient Lab Services: How We Improved the Experience for 800 Patients per Day In our Patient Service Center, Plus Other Winning Quality Outcomes

Pam Carter, MBA, MT(ASCP), Dir, System Laboratories, Marshfield Clinic, Marshfield, WI

Leslie Sprick, CMC, MT(ASCP), Owner/ CEO, Sprick Group, LLC, Mooresville, NC

Eileen Seidel, BSB/A, PBT(ASCP), Mgr, Phlebotomy Services, Marshfield Clinic, WI

Hematology Selection, Implementation, and Performance Tracking; "Leaning Away Waste Using Hematology Automation"

Barbara L. Burch, MHA MT(ASCP), Operations Mgr – Department of Laboratory Medicine, Memorial Sloan Kettering Cancer Center, New York, NY

Using ISO-based Nonconformance Management System as Fuel to Power Continuous Improvement in a Lean Lab
Richard J. Zarbo, M.D., D.M.D., Senior VP and Chair, Henry Ford Health System, Detroit, MI

Combining Lean, Automation, and Mass Spectrometry (MALDI-TOF) in Microbiology to Deliver Faster Answers at Less Cost and Better Quality

Jim Dunn, Ph.D., D(ABMM), MT(ASCP), Director, Medical Microbiology and Virology, Texas Children's Hospital, Department of Pathology, Houston, TX

Giving Lab Clients a Better Service Experience: How Workflow Redesign and Real-time Analytics Were Combined to Speed the Problem Resolution Process

Donna D. Cooper, MS, MBA, Mgr, Laboratory Client Services and Test Utilization, Cleveland Clinic, Cleveland, OH

Our Drive to Achieve Six Sigma Performance in Phlebotomy and Logistics: How We Use Metrics to Train, to Manage, and to Meet Lab Accreditation Standards

Michael Fuller, Director of Market Operations, PathGroup, Nashville, TN

Collaborating with Surgery/Endoscopy to Improve Workflow of Specimens from Electronic Order to Arrival in the Laboratory

Debbie Dickman, MA, MT(ASCP)SH, Mgr, Diagnostic Hematology Laboratory, Florida Hospital, Orlando, FL

Mary Ann Womack, MBA (ASCP)SBB, Certified Lean Six Sigma Black Belt, Process Improvement Mgr, Florida Hospital, Orlando, FL

From White Board and Marker to Advanced Data Analytics: How Cleveland Clinic Manages Their Daily Operation to Optimize Patient Experience and Efficiency

Joseph Seestadt, Institute Administrator, Robert J. Tomsich Pathology & Laboratory Medicine Institute, Cleveland Clinic, Cleveland, OH

Using Clinical Analytics to Optimize Lab Operations in Real Time

Bill Baker, CIO, TriCore Reference Laboratory, Albuquerque, NM

Using the Laboratory Value Pyramid to Help Your Lab's Transformation from a Volume-based Factory to an Contributor of Added Clinical Value to Physicians and Payers

Jim Ellis, BS, MS, MBA, BB, MBB, Managing Partner, MME Consulting, LLC, Aiken, SC

GENERAL SESSION

Applying Quality Management Methods to Healthcare's Needs for More Value, Improved Quality, and Less Cost

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

Jean Hammelev, BS CT(ASCP) MBA/HCM, VP, Quality & PMO, Laboratory Sciences of Arizona/Sonora Quest Laboratories, Tempe, AZ

Leslie Sprick, CMC, MT(ASCP), Owner/CEO, Sprick Group, LLC, Mooresville, NC

Richard J. Zarbo, M.D., D.M.D., Senior VP and Chair, Henry Ford Health System, Detroit, MI

Wednesday, November 4

MASTER CLASS

Applying Best Practices in Interoperability to Generate Measurable Improvements in Your Lab's Services to Hospitals and Physicians

Jamel Giuma, Director, Integration and Outreach Solutions, Sunquest Information Systems, Inc., Tucson, AZ

Debra Walters, BS (MT), ASCP, Sr. LIS Applications Specialist, Florida Hospital Orlando, Orlando, FL

How Nine Labs in Four Developing African Countries Earned Accreditation to ISO 15189 and What Can Your Lab Learn from Their Experiences

Patrick Mateta, MBA, MT(ZMLS), CQA(ASQ), Senior International Program Mgr, Clinical and Laboratory Standards Institute (CLSI), Wayne, PA

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

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

What Labs in France are Learning about the Power of Quality Management Systems to Support Standardization and Performance of Multi-site Laboratory Organizations

Bertrand Guillot, Founding Partner and Managing Director, ComeXium Consulting, CEO, Bio-Innov SAS, Paris, France

Managing Your Lab's Quality Journey: Dealing with People, Processes, and Resources to Achieve and Exceed Stretch Goals

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

Measuring the Cost of Quality: How to Collect the Right Data and Use it to Demonstrate the Full and Positive Impact Quality Improvement Projects

Gaurav Sharma, M.D., Director, Regional Medical Laboratory, Associate Medical Director, Core Laboratory, Quality Systems, Henry Ford Medical Center, Detroit, MI

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

Risk Assessment: Why It is Part of ISO 15189 and How Risk Assessment Relates to CLIA's IQCP

Megan Staudenmaier, MSFS, Accreditation Officer II, A2LA, Frederick, MD

GENERAL SESSIONS

The Importance of Transparency and the Public's Understanding and Perception of Quality in Clinical Labs, Lab Accreditation and CLIA Certification

Ellen Gabler, Reporter and Assistant Editor, Milwaukee, Journal Sentinel, Milwaukee, WI

Quality Management and Regulatory Oversight of Medical Laboratories: Are We Achieving One With the Other?

Elissa Passiment, Ed.M., CLS, Executive VP, American Society for Clinical Laboratory Science, McLean, VA

Can We Improve Quality in Laboratories? Issues and Opportunities in Lab Accreditation, Proficiency Testing, and Use of Quality Management Systems

Michael Noble, M.D., FRCPC, Medical Microbiologist, University of British Columbia Hospital, Vancouver, BC

Anatomic Pathology's Quality Journey at Moffitt Cancer Center: Aligning Administration, Lab Leadership and Pathologists to Raise the Quality Bar

Anthony Magliocco, M.D., Chair of Anatomical Pathology and Executive Director of Esoteric Laboratory Services, Moffitt Cancer Center, Tampa, FL

BREAKOUTS

CLIA and Regulatory Readiness: What's New, What's Coming, and How Your Lab Should Prepare

Nora Hess, MBA, MT(ASCP), PMP, Senior Consultant, Operations Management, Chi Solutions, Inc., Ann Arbor, MI

Listening to the Voice of the Customer at North Shore/LIJ: What We've Learned about Quality and How We Use that Knowledge to Change Internally and Externally

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

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

Reducing Contamination in Blood Cultures: How Two Large Hospitals Slashed Errors and Achieved a Rate as Low as 1.1%

Patricia A. Lockhart, CLS, MT(ASCP), Supervisor, Specimen Collection/Phlebotomy, Community Regional Medical Center, Fresno, CA

Annette Monterrubio, BS, MT (ASCP), System Technical Coordinator Microbiology/Molecular, St. Luke's Health System, Boise, ID

How Visual Management and Other Methods Improved Specimen Prioritization at Accessioning and Reduced Turnaround Times

Candace Jarda, BS, Supervisor, Diagnostic Laboratories Client Services, BloodCenter of Wisconsin, Milwaukee, WI

Improving and Physician and Patient Satisfaction by Using Real-time, Interactive Communications In Effective Ways

Megan Gunning, BS, MURP, Director of Pre- and Post-Analytical Operations, PAML, Spokane, WA

GENERAL SESSION

Distilling the Essential Lessons from the Ninth Annual Lab Quality Confab

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

Grab these complete CD sets for added value!

**Take the Entire Lab Quality Confab Home with You!
Here's a great opportunity...**

...for less than half of a full registration, you can return home with the entire *Lab Quality Confab* session recordings.

- it multiplies your *Lab Quality Confab* experience!
- it helps the people you work for...and the people who work for you!

Bringing back *Lab Quality Confab* session 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.



Lab Quality Confab
PROCESS IMPROVEMENT INSTITUTE
Pursuing Excellence in Continuous Improvement

**2015 Audio
Recording Series**

Description	On-Site	Post-Conference	Order Amount
Full Set—Lab Quality Confab Recordings (40 presentations!)	\$199.00	\$299.00	_____
Each additional full set ONLY	\$99.00	\$149.00	_____
Total \$			_____
Shipping & Handling \$ (Add \$9.00)			_____
TOTAL PRICE \$			_____

Take advantage of these on-site specials!

ORDER TODAY!

4 Easy Ways to Order:



By Phone
800.560.6363



By Fax
512.264.0969



By Mail: **THE DARK REPORT**
21806 Briarcliff Drive
Spicewood, TX 78669



Online
www.labqualityconfab.com

Lab Quality Confab
PROCESS IMPROVEMENT INSTITUTE
Pursuing Excellence in Continuous Improvement

Name _____

Title _____

Organization _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

Email _____

Payment Must Accompany Order (Please Include Shipping):

___ Check made payable to: THE DARK REPORT

___ Please Charge Credit Card:

Number

Expiration date Security code

Signature _____

All CD orders will be processed off-site and mailed to your address. Please allow four weeks for delivery.