



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!

**Get 36 presentations, each jam-packed with information!**

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

## Tuesday, October 24, 2017

### Master Class Sessions

---

Adopting New Technologies to Integrated Laboratory Logistics to Support Clinical Lab 2.0 and Deliver More Value to Physicians and Patients

**Donna L. Neumon, MT(ASCP)**, Director, Support Operations & Director Community Lab Services, TriCore Reference Laboratories, Albuquerque, NM; **William Remillard**, Chief Technical Officer, TriCore Reference Laboratories, Albuquerque, NM

Visualizing the Optimal Biopsy Flow from OR to Histology to Pathologist: Early Successes with Lean, Integrated Automation, and Informatics That Cut TAT, Improve Quality

**Adam Walter, CSSMBB/CLA**, Director - VISION24 Solutions, Leica Biosystems, Cincinnati, OH; **Debra G. Schofield**, Senior Consulting Manager - VISION24 Solutions, Leica Biosystems, North Bend, WA

Proficiency and Certification in Fundamental Lean Tools: Inventory Management by Kanban, Daily Management, Visual Management, Selecting and Using KPIs in the Laboratory (Two-hour workshop with certificate of completion)

**Katja Lehmann, Ph.D.**, Global Healthcare Consultant, Becton, Dickenson and Company (BD), Sparks, MD

Deep Medicare Lab Price Cuts Coming in 2018! Protect Your Lab's Financial Stability by Using Cost-per-Test Studies Done the Right Way to Guide Cost-Cutting Efforts

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

Progress on the Path to Clinical Lab 2.0: How TriCore's Multi-site CAP 15189 Accreditation Accelerated and Sustains Our Lab's Culture Change while Improving Quality and Productivity

**Jane Smith**, Director of Compliance and Quality Systems, TriCore Reference Laboratories, Albuquerque, NM

### General Sessions

---

Using the Laboratory Value Pyramid and Clinical Lab 2.0 to Position Your Lab to Add Value in the Era of Population Health, Precision Medicine, and Value-Based Payment

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

Lessons in Lab Test Utilization at Cleveland Clinic Laboratories: How First-Generation Successes Fueled a Second Generation of Added-Value Utilization Breakthroughs

**Gary W. Procop, M.D., MS**, Medical Director, Enterprise Laboratory Stewardship Committee, Cleveland Clinic, Cleveland, OH

Global Insights on Medical Laboratory Operations: How World-Class Performers are Combining Dynamic Costing, Lean, and Quality Management Systems to Deliver More Value

**Patrick Gontard, Ph.D.**, Chairman CEO & Founder, Gontard & Cie, Geneva, Switzerland

Laboratory Value Pyramid as the Essential Blueprint for Volume-to-Value Journey

**Denise L. Uettwiller-Geiger, Ph.D., DLM(ASCP)**, Clinical Chemist and Director of Clinical Trials, John T. Mather Memorial Hospital, Port Jefferson, NY

### Breakout Sessions

---

Creating and Sustaining the Culture of Patient Safety: Using Lean and Other Methods to Achieve Collaboration and Teamwork with Lab, Pharmacy, and Clinicians

**Cindy Cassity, BSN, RN, CPPS**, Manager, Patient Safety, Baylor University Medical Center at Dallas, Dallas, TX; **Allen Stanton, MT, DLM(ASCP)**, Laboratory Administrative Director, Baylor Scott & White Health, Dallas, TX

Introducing the Ultimate Guide to Lab Test Utilization: What's in CLSI's GP 49, How to Use It, and Why It Works

**Gary W. Procop, M.D., MS**, Medical Director, Enterprise Laboratory Stewardship Committee, Cleveland Clinic, Cleveland, OH

Using CAP 15189 to Go to the Next Level: Pursuing Best-of-Class by Helping Staff Master Useful Tools and Informatics to Address Root Causes and Think Systemically

**Chris Allen, MBA, MS, MLS(ASCP)CM, CSSBB**, Quality Supervisor, ARUP Laboratories, Salt Lake City, UT

How Our Microbiology Lab's Lean Redesign Supported Improved Workflow, Helped Balance Staffing, and Contributed to Gains in Antimicrobial Stewardship Outcomes

**Christa Pardue, MBA, MT(AMT)**, Laboratory Director, University Health Services, Augusta, GA

Know Your Numbers in Real Time: Using Total Cost of Ownership, Dynamic Costing, and Test Production Management by Analyzer to Cut Costs, Reduce TAT, and Boost Quality

**Patrick Gontard, Ph.D.**, Chairman CEO & Founder, Gontard & Cie, Geneva, Switzerland

Solving Problems before Construction and Consolidation: Valuable Lessons We Learned from the Design, Build-out, and Relocation of Multiple Lab Divisions into One Facility

**Matthew M. Hanley, MHA**, Operations Manager, Mayo Medical Laboratories, Rochester, MN

Inspection Readiness in a CAP-15189 Laboratory: Lessons Learned from Standardization, Multi-site Management, and Digitization of All Documentation and Checklists

**Bonnie Rashleigh**, Technical Supervisor, Biochemical Pathology, ProMedica Laboratories, Toledo, OH

Understanding Why 'Process' Is the Essential Key for Lean and Other Quality Tools to Continually Improve Your Lab's Efficiency, Cost-effectiveness, and Profitability

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

Using Henry Ford's Functional Kaizen to Re-Energize Your Lab's Lean Momentum and Accomplish Improvement at the Level of the Work

**Jacqueline R. Copeland**, Management Engineer, Henry Ford Hospital, Detroit, MI

### General Session

---

Getting Out of the Lab to Add Value: How to Engage Physicians, Nurses, and Administration in Projects to Improve Lab Test Utilization and Patient Outcomes

**MODERATOR: Leo Serrano, FACHE, DLM(ASCP)**, Clinical and Operations Consultant, FirstPath LLC, Ft. Lauderdale, FL

**PANELISTS: Patrick Maul, MBA, MT(ASCP)**, Lean Six Sigma Black Belt, Principal Consultant, Becton, Dickenson and Company (BD), St. Cloud, FL; **Denise L. Uettwiller-Geiger, Ph.D., DLM(ASCP)**, Clinical Chemist and Director of Clinical Trials, John T. Mather Memorial Hospital, Port Jefferson, NY; **Richard J. Zarbo, M.D., DMD**, System Chairman, Pathology and Laboratory Medicine, Henry Ford Hospital, Detroit, MI

## Wednesday, October 25, 2017

### Master Class Sessions

---

Lessons Learned in Designing the Efficient Lean Histology Lab, Plus How We Improved Multi-site Block Management

**Ryan Davis**, Regional Product Manager, Thermo Fisher Scientific, Houston, TX

Quick, Easy, Fast, and Cheap! Using Excel to Eliminate Risk of Errors, to Standardize Reports, and Support the Triple Aim of Improved Accessibility and Patient Outcomes at Less Cost

**Stephanie Moravec, MPH**, Quality and Continuous Improvement Specialist, BloodCenter of Wisconsin, Inc., Milwaukee, WI

Understanding and Applying the '20 Keys' Tool to Your Lab's Lean Programs to Achieve Best-Practice Performance and a Uniform Measure of Excellence across All Work Groups (Two-hour workshop with certificate of completion)

**Patrick Maul, MBA, MT(ASCP)**, Lean Six Sigma Black Belt, Principal Consultant, Becton, Dickenson and Company (BD), St. Cloud, FL

Changing the Culture to a Culture of Change: Case Studies and Approaches to Empowering Change and Improvement

**Jack Zakowski, Ph.D., FACB**, Principal, IVD Consulting, LLC, Yorba Linda, CA

Tackling the Error Reporting Conundrum: Using Lean Thinking to Determine What Non-conformances Need to be Investigated, Reported, and Who Needs to be Involved

**Anne T. Daley, MS, CMQ/OE(ASQ), CSSB, CLC(AMT), MT(ASCP), DLM**, President, Daley Consulting, LLC, Mesa, AZ

### General Sessions

---

Laboratory Certification and Accreditation: What's Working, the Most Common Deficiencies, and How Labs Should Prepare for Coming Changes

**MODERATOR: Nora L. Hess, MBA, MT(ASCP), PMP**, Senior Consultant, Operations Management, Chi Solutions, Ann Arbor, MI

**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 (Randy) Querry**, Accreditation Manager-Clinical, Forensic and PT Provider Programs, American Association for Laboratory Accreditation, Frederick, MD

Year Two of Pursuing Best-in-Class with Limited Resources: How Teams at ARUP Use the Value Pyramid to Achieve an Enterprise-Wide Lean Transformation  
**Bonnie Messinger, CPHQ**, Process Improvement Manager, ARUP Laboratories, Salt Lake City, UT; **David J. Layton, BS, MS**, Improvement Engineering and Operations Leader, ARUP Laboratories, Salt Lake City, UT

### Special Session

---

Lab Quality Managers Roundtable  
**Anne T. Daley, MS, CMQ/OE(ASQ), CSSB, CLC(AMT), MT(ASCP), DLM**, President, Daley Consulting, LLC, Mesa, AZ; **Tania Motschman, MS, MT(ASCP)SBB**, Associate Vice President, Quality Director, Laboratory Corporation of America, Rochester, MN

### Breakout Sessions

---

Chapter Two of Our Lab Division's Journey to Become Best-in-Class: How We Shifted the Culture to Empowerment and Engaged Our Pathologists to Boost Quality and Productivity  
**Margaret G. Coppin, HT(ASCP)**, Pathology Division Manager, ARUP Laboratories, Salt Lake City, UT; **Christian Horrocks, MBA, DLM(ASCP), CSSGB**, Group Manager - Anatomic Pathology, ARUP Laboratories, Millcreek, UT

Incorporating Automation and Rapid Diagnostic Technologies into the Micro Lab's Lean Workflow to Boost Productivity, Shorten Length of Stay, and Improve Antibiotic Utilization  
**Wendy Williams, MT(AMT), MSAH**, Director of Laboratory and Pathology Services, Appalachian Regional Healthcare System, Boone, NC

Using Our Lean-Based Deviation Management System as a Powerful Way to Identify, Trend, and Prioritize Defects Resolution in Your Lab  
**Ruan Varney, CT, CQE(ASQ), SSBB**, Quality Systems Manager, Pathology & Laboratory Medicine, Henry Ford Health System, Detroit, MI

International Lab Lean Case Study: Lessons Learned from Our Lab's Eight-Year Use of Quality Management Methods to Change the Culture, Boost Productivity, Increase Quality  
**Rita Cristina Ribeiro, MSc.**, Medical Biochemistry, Black Belt Healthcare Six Sigma/Coordinator of Technical Department, Centro Medicina Laboratorial Germano Sousa, Lisbon, Portugal

New Approaches to Improving Laboratory Courier and Logistics: How We Use Technology, Collaborations, and Workflow Redesign to Slash Transport Times, Improve Trackability, and Increase Client Satisfaction

**Mark A. McSally, Esq.**, Chief Operating Officer and General Counsel, Dominion Diagnostics, North Kingstown, RI; **Jeff Walsingham**, Corporate Laboratory Market Strategist, UPS, San Diego, CA

Using Real Time Analytics to Improve TAT, Streamline Staff Scheduling, and Identify Various Sources of Error, both in the Lab and in the ED

**Barbara A. Ballering, MPH, MT(ASCP)**, Quality Assurance/Performance Improvement Manager, Dignity Health, Phoenix, AZ

### General Session

---

Distilling the Essential Lessons from the 11th Annual Lab Quality Confab

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

## Thursday, October 26, 2017

Getting More from Lean for Lab Leaders: Henry Ford Production System Lean Gold Certification  
**CHAIR: Richard J. Zarbo, M.D., DMD**, System Chairman, Pathology and Laboratory Medicine, Henry Ford Hospital, Detroit, MI

**CO-PRESENTERS: Jacqueline R. Copeland**, Management Engineer, Henry Ford Hospital, Detroit, MI; **Ruan Varney, CT, CQE(ASQ), SSBB**, Quality Systems Manager, Pathology & Laboratory Medicine, Henry Ford Health System, Detroit, MI

Mastering Strategic Leadership in Pursuit of Clinical Lab 2.0

**CHAIR: Karan Arora**, Senior Global Marketing Director, Abbott Laboratories, Abbott Park, IL

**CO-PRESENTERS: William Remillard**, Chief Technical Officer, TriCore Reference Laboratories, Albuquerque, NM; **Leo Serrano, FACHE, DLM(ASCP)**, Clinical and Operations Consultant, FirstPath LLC, Ft. Lauderdale, FL

