

# MONDAY, OCTOBER 23, 2017–TUESDAY, OCTOBER 24, 2017

Monday, October 23, 2017

5:30 PM - 7:30 PM **Napoleon Foyer**

Early Registration

5:30 PM - 7:30 PM **Armstrong Ballroom**

Get Acquainted Reception

Tuesday, October 24, 2017

6:30 AM - 9:00 AM **Napoleon Foyer**

Registration & Continental Breakfast

7:00 AM - 8:50 AM **Common Street Corridor**

Poster Sessions

## Master Class Sessions

7:00 AM - 7:50 AM **Borgne**

**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

7:00 AM - 7:50 AM **Napoleon Ballroom D1-2**

**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

7:00 AM - 8:50 AM **Oak Alley**

**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

## Master Class Sessions

8:00 AM - 8:50 AM **Napoleon Ballroom D1-2**

**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

8:00 AM - 8:50 AM **Napoleon Ballroom D3**

**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

## Benefactor Session

8:00 AM - 8:50 AM **Borgne**

**bioMérieux Benefactor Session: Integrating Blood Culture Automation Processes to Address Common Challenges and Workflow Inefficiencies of the Microbiology Lab**

- Bryan Turner, Microbiology Product Manager, bioMérieux, Durham, NC
- Kimberley Wait, MT(ASCP), Manager Laboratory Optimization, bioMérieux, Durham, NC

## General Sessions

9:00 AM - 9:40 AM **Napoleon Ballroom C**

**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

9:40 AM - 10:10 AM **Napoleon Ballroom C**

**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

10:10 AM - 10:30 AM **Napoleon Foyer**

Morning Break

10:30 AM - 11:10 AM **Napoleon Ballroom C**

**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

11:10 AM - 11:50 AM **Napoleon Ballroom C**

**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

12:00 PM - 1:50 PM **Napoleon Ballroom AB**

Lunch & Exhibition

1:00 PM - 1:45 PM **Common Street Corridor**

Poster Sessions

## Breakout Sessions

2:00 PM - 2:50 PM **Napoleon Ballroom D3**

**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

## TUESDAY, OCTOBER 24, 2017

**2:00 PM - 2:50 PM** **Napoleon Ballroom D1-2**

### **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

**2:00 PM - 2:50 PM** **Borgne**

### **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

### **Breakout Sessions**

**3:00 PM - 3:50 PM** **Napoleon Ballroom D3**

### **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

**3:00 PM - 3:50 PM** **Napoleon Ballroom D1-2**

### **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

**3:00 PM - 3:50 PM** **Borgne**

### **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

### **Breakout Sessions**

**4:00 PM - 4:50 PM** **Napoleon Ballroom D3**

### **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

**4:00 PM - 4:50 PM** **Napoleon Ballroom D1-2**

### **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

**4:00 PM - 4:50 PM** **Borgne**

### **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**

**5:00 PM - 5:40 PM** **Napoleon Ballroom C**

### **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

**5:45 PM - 7:30 PM** **Napoleon Ballroom AB**

### **Exhibitors Reception**

## WEDNESDAY, OCTOBER 25, 2017

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

Registration & Continental Breakfast

### Master Class Sessions

7:00 AM - 7:50 AM **Napoleon Ballroom D3**

**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

7:00 AM - 7:50 AM **Napoleon Ballroom D1-2**

**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

7:00 AM - 8:50 AM **Oak Alley**

**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

### Benefactor Session

8:00 AM - 8:50 AM **Borgne**

**CAP Benefactor Session: From Blame to Gain: Using Root Cause Thinking and ISO 15189 for Cultural Change**

- Kristy Short, MPH, MLS(ASCP), CSSGB, Process Improvement Specialist, ProMedica Laboratories, Toledo, OH
- Brian D. Stambaugh, MPA, MT(ASCP)SBB, Enterprise Diagnostics Manager, Laboratory Operations & Blood Bank, Lancaster General Hospital, Lancaster General Health/Penn Medicine, Lancaster, PA

### Master Class Sessions

8:00 AM - 8:50 AM **Napoleon Ballroom D3**

**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

8:00 AM - 8:50 AM **Napoleon Ballroom D1-2**

**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

9:00 AM - 10:30 AM **Napoleon Ballroom C**

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

10:30 AM - 10:45 AM **Napoleon Foyer**

Morning Break

10:45 AM - 11:25 AM **Napoleon Ballroom C**

**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

11:25 AM - 11:40 AM **Napoleon Ballroom C**

Lean Six Sigma Poster Awards

11:40 AM - 1:00 PM **Napoleon Ballroom AB**

Lunch & Exhibition

### Special Session

1:10 PM - 3:00 PM **Bayside C**

**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

# WEDNESDAY, OCTOBER 25, 2017

## Breakout Sessions

### 1:10 PM - 2:00 PM Napoleon Ballroom D1-2

**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

### 1:10 PM - 2:00 PM Napoleon Ballroom D3

**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

### 1:10 PM - 2:00 PM Borgne

**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

## Breakout Sessions

### 2:10 PM - 3:00 PM Borgne

**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

### 2:10 PM - 3:00 PM Napoleon Ballroom D1-2

**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

### 2:10 PM - 3:00 PM Napoleon Ballroom D3

**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

### 3:15 PM - 3:30 PM Napoleon Ballroom C

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

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

## Post Conference Workshops

### Wednesday, October 25, 2017

### 1:00 PM - 5:00 PM Oak Alley

**Lean Six Sigma Yellow Belt Training and Certification (12 hours instruction)**

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

# THURSDAY, OCTOBER 26, 2017

Thursday, October 26, 2017

7:30 AM - 8:00 AM

Bayside Foyer

Registration & Continental Breakfast

8:00 AM - 5:00 PM

Oak Alley

Lean Six Sigma Yellow Belt Training and Certification  
(12 hours instruction)

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

8:00 AM - 4:30 PM

Bayside A

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

8:00 AM - 4:30 PM

Bayside C

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

12:00 PM - 1:00 PM

Lagniappe

Networking Lunch