



Risks for Labs, Providers

- Change in expectations of quality by patients and the media.
- Level of acceptable quality is increasing.
- What was okay yesterday, will be unacceptable tomorrow.
- Labs have opportunity to get ahead of this trend.
- Otherwise, performing at yesterday's level of quality may turn out badly in the future.

October 18-19, 2016 – Join your colleagues in New Orleans!

Prepare Your Lab to Meet Tough Challenges!

Boost Quality • Cut Costs • Add Clinical Value

Everything You Need!

With Medicare and private payers slashing lab test prices at an unprecedented pace, it's essential that you learn and master proven techniques for cutting costs and improving quality. Choose from 50 sessions and more than 60 expert speakers!

You'll hear case studies from innovative labs, learn best practices in lab design, workflow, and use of automation. Whether its the core lab, microbiology, or histology, we have sessions designed to help your lab achieve peak performance.

Lab Quality Confab is the nation's premier conference on the use of Lean, Six Sigma, and process improvement methods in labs, pathology groups, and hospitals!



Bring Your Lab Team!

You are encouraged to bring your team to *Lab Quality Confab* for shared learning and team building. Special discounted registration rates for groups of four or more have encouraged growing numbers of labs to build their collective expertise in Lean, Six Sigma, and process improvement.

It's why such respected labs as Kaiser Permanente, Florida Hospital, and Fairview Health/University of Minnesota—to name a few—now use *Lab Quality Confab* as the power-packed two-day learning experience that brings team members together so they get a running start on savvy cost-cutting and quality improvement when they return home.



Attention Green & Black Belts!

Be with us for the first-ever national gathering of Six Sigma Black Belts, Green Belts, and Yellow Belts working in labs and hospitals. It's an information-packed workshop with CEUs that puts you together with the nation's most accomplished practitioners of Six Sigma in clinical labs, pathology groups and hospitals.

Bringing together the nation's leading Six Sigma practitioners is a lab industry first, and the timing couldn't be better. Clinical labs are under pressure to better control costs, improve quality, and contribute more value to patient care.

You'll see, hear, and learn first-hand what the leading Six Sigma practitioners are doing to achieve these improvements in their own laboratories.

www.labqualityconfab.com/register or 512-264-7103

Produced by: **THE DARK REPORT**

Monday, October 17, 2016

5:30 PM - 7:30 PM

Early Registration

Grand Ballroom Foyer

5:30 PM - 7:30 PM

Get Acquainted Reception

Armstrong Ballroom

Tuesday, October 18, 2016

6:30 AM - 9:00 AM

Registration and Continental Breakfast

Grand Ballroom Foyer

MASTER CLASS SESSIONS

7:00 AM - 7:50 AM

Creating Competitive Advantage with Lab Client Services: How to Boost Service Levels, Then Benchmark Your Lab Against the Best

Cindy Murphy, MPH, Vice President of Healthcare Strategy and Performance Excellence, Accumen + Chi Solutions, San Diego, CA

Grand Couteau

7:00 AM - 7:50 AM

Lessons Learned at Claritas from Simultaneous Accreditation to CLIA and ISO 15189: Combining the World's Most Accepted QMS with CLIA

Elizabeth Mullady, MLS(ASCP)CM, MHA, Director of Quality Assurance and Regulatory Affairs, Claritas Genomics, Cambridge, MA; Randall (Randy) Query, Accreditation Manager, Clinical, American Association for Laboratory Accreditation (A2LA), Frederick, MD

Grand Ballroom B

BENEFACTOR SESSION

7:00 AM - 7:50 AM

SIEMENS BENEFACTOR SESSION: Utilizing Real Time Data and Targeted Intervention Modules to Improve Population Healthcare Outcomes

Eric Carbonneau, MS, MT(ASCP), Director, Core Laboratory/Research Institute, TriCore Reference Laboratories, Albuquerque, NM; Henry Latner, MBA, MT (ASCP), Director, Presbyterian Health System Clinical Laboratories, TriCore Reference Laboratories, Albuquerque, NM

Nottoway

MASTER CLASS SESSIONS

7:00 AM - 8:50 AM

Change Leadership in Laboratories: Mastering the Essentials to Achieve Speedy Results in Your Lab

Jim Ellis, BS, MS, MBA, BB, MBB, Managing Partner, MME Consulting, Inc., Aiken, SC; Leo Serrano, FACHE, DLM(ASCP), Clinical and Operations Consultant, FirstPath, LLC, Ft. Lauderdale, FL

Grand Ballroom A

7:00 AM - 8:50 AM

Managing Continuous Improvement Through the Value Stream - Beyond the Current State: A Certification Workshop

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

Grand Chenier

MASTER CLASS SESSIONS

8:00 AM - 8:50 AM

Designing Optimal Workflow in Molecular and Genetic Testing Labs: Using Lean Tools in a Dynamic Way to Support Changing Technologies

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

Grand Ballroom B

8:00 AM - 8:50 AM

Effective Ways Your Lab Can Engage Clinicians to Improve Patient Care, Use Lab Tests More Effectively, and Create Effective Clinical Teams

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

Grand Couteau

BENEFACTOR SESSION

8:00 AM - 8:50 AM

BD BENEFACTOR SESSION: Applying LEAN Concepts to Optimize the Performance of Microbiology Laboratory Automation

Cheyenne Squieri, Solution Optimization Specialist, Becton Dickinson, Franklin Lakes, NJ

Nottoway

GENERAL SESSIONS

9:00 AM - 9:40 AM

Fee-for-Service is Dead! Long Live Value Added Reimbursement! Why Innovative Labs Are Poised to Succeed as the Public Demands Higher Standards for Quality and Patient Care

Robert L. Michel, Editor-in-Chief, The Dark Report, Spicewood, TX

Grand Ballroom DE

9:40 AM - 10:10 AM

Using the Laboratory Value Pyramid to Become a Recognized Best-in-Class Lab

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

Grand Ballroom DE

10:10 AM - 10:30 AM

Morning Break

Grand Ballroom Foyer

10:30 AM - 11:10 AM

Pursuing Best-in-Class with Limited Resources: How a Team at ARUP Uses the Value Pyramid to Achieve an Enterprise-Wide Lean Transformation

David J. Layton, BS Engineering, MS Operations Management, Supervisor, Improvement Engineering and Operations Leader, ARUP Laboratories, Salt Lake City, UT; Bonnie Messinger, CPHQ, Process Improvement Manager, ARUP Laboratories, Salt Lake City, UT

Grand Ballroom DE

11:10 AM - 11:50 AM

Living the Future of Lab Testing Today: How Henry Ford Health's Clinical Labs and Pathology Department Are Delivering More Value to Clinicians and Patients

Richard J. Zarbo, M.D., DMD, Sr. Vice President and Chair, Pathology and Laboratory Medicine, Henry Ford Hospital, Detroit, MI

Grand Ballroom DE

12:00 PM - 1:50 PM

Luncheon & Exhibition

Grand Ballroom C

BREAKOUT SESSIONS

2:00 PM - 2:50 PM

Combining Lean with Automation and Maldi-TOF in Microbiology: How We Cut TAT, Boosted Staff Productivity, Reduced Costs, and Helped Improve Patient Care

Irene Dusich, MT(ASCP)SM, Microbiology Manager, NorthShore University Health System, Evanston, IL

Grand Chenier

2:00 PM - 2:50 PM

Design and Operation of the Next Generation Core Laboratory: Lessons Learned in Leveraging Lean Workflow with New Automation and Real-time Analytics

Jordan Olson, M.D., Medical Director, Clinical Pathology Informatics and Laboratory Preanalytics, Geisinger Health System, Danville, PA

Grand Couteau

2:00 PM - 2:50 PM

Driving Productivity in Chemistry and Immunochemistry at TriCore: How Culture Change, Vendor Engagement, and Better Analytics Generate Ongoing Efficiencies

Eric Carbonneau, MS, MT(ASCP), Director, Core Laboratory/Research Institute, TriCore Reference Laboratories, Albuquerque, NM; Henry Latner, MBA, MT(ASCP), Director, Presbyterian Health System Clinical Laboratories, TriCore Reference Laboratories, Albuquerque, NM

Grand Ballroom A

2:00 PM - 2:50 PM

Staffing to Workload to Process Specimens Delivered Daily by a Boeing 757: How We Met Turnaround Times While Resolving the Long Tail of Late Samples

John A. Butz, III, Operational Administrator, Mayo Collaborative Services; Instructor in Laboratory Medicine and Pathology, Mayo Clinic College of Medicine, Mayo Clinic, Rochester, MN

Grand Ballroom B

BREAKOUT SESSIONS

3:00 PM - 3:50 PM

CLMA ICE WINNER: How Collaboration Between Lab, Physicians, and Nurses Improved Emergency Department Patient Outcomes at Kaiser South Sacramento Medical Center—and with Less POC Testing

Susan Traub, CLS(ASCP), MHA, Assistant Laboratory Administrative Director; Laboratory Quality & CLS Education Coordinator, Kaiser South Sacramento Medical Center, Sacramento, CA

Grand Ballroom B

3:00 PM - 3:50 PM

No 'I' in the word 'Team': Improving Processes for Culture Change and Standardization in a Multi-site POC Operation

Lynda Leopold, MT(CSMLS), Point of Care Testing Coordinator, Henry Ford Health System, Detroit, MI; Gaurav Sharma, M.D., Director, Regional Medical Laboratory, Associate Medical Director, Core Laboratory, Henry Ford Medical Center, Detroit, MI

Grand Chenier

3:00 PM - 3:50 PM

Rebalancing Our Lab's Use of Lean, Automation, and Analytics in Response to a 25% Staff Vacancy Rate Due to Retiring Baby Boomer MTs

Sharon Cox, MT(ASCP)SC, Core Laboratory Supervisor, St. Francis Health System, Tulsa, OK

Grand Ballroom A

3:00 PM - 3:50 PM

Using Ongoing Risk Assessments in All Labs to Yield Big Dividends: Why Northwell Health Now Provides Risk Assessments to Hospital Labs in Other Systems

Cari Gusman, MT, Administrative Director, Automated Laboratory Operations, Northwell Health Laboratories, Lake Success, NY; Hannah Poczter, MPH, DLM(ASCP), Assistant Vice President Laboratory Services, Northwell Health Laboratories, Lake Success, NY

Grand Couteau

BREAKOUT SESSIONS

4:00 PM - 4:50 PM

Boosting Inpatient and Outreach Client Service by Combining a CRM with Enriched Data and Process Workflow Redesign

Jamel Giuma, Director, Integration and Outreach Solutions, Sunquest Information Systems, Inc., Tucson, AZ; Randall Henson, Manager of Lab Outreach Development and Solutions, Huntsville Hospital, Huntsville, AL

Grand Couteau

4:00 PM - 4:50 PM

Creating the Information-Rich Lab: How We Handled Two Big Bangs When Implementing and Integrating an LIS and EHR to Support Better Lab Workflow and Clinical Outcomes

Michael Riben, M.D., Associate Professor, Department of Pathology, MD Anderson Cancer Center, Houston, TX

Grand Ballroom B

4:00 PM - 4:50 PM

The Seattle Children's Clinical Laboratory-Hospital Interactive Quality Journey: Lean, Huddles, Improvements, ISO 9001, and More!

Joe C. Rutledge, M.D., Former Director of Laboratories, Seattle Children's Hospital, Seattle, WA

Grand Ballroom A

4:00 PM - 4:50 PM

Useful Data Instantly in Your Hands. How to Improve Turnaround Time, Productivity and Customer Inquiry Response with One Simple Step

Heather A. Hargis, BS, MT(ASCP), Manager, Lab Performance Improvement and LEAN Initiatives, UC Health University Hospital, West Harrison, IN

Grand Chenier

GENERAL SESSION

5:00 PM - 5:40 PM

Understanding the New Game in Healthcare: Keeping Patients Healthy and Out of the Hospital, Precision Medicine, and the Role of Lab Testing

James M. Crawford, M.D., Ph.D., Executive Director and SVP, Laboratory Services; Professor & Chair, Dept. of Pathology & Laboratory Medicine, Hofstra Northwell Health School of Medicine, Northwell Health, Lake Success, NY

Grand Ballroom DE

5:45 PM - 7:30 PM

Exhibitor Reception

Grand Ballroom C

Wednesday, October 19, 2016

6:45 AM - 9:00 AM

Registration and Continental Breakfast

Grand Ballroom Foyer

MASTER CLASS SESSIONS

7:00 AM - 7:50 AM

Improve Your Lab's Workflow by Getting Clean Data with Lab Orders: Clever Ways to Attack Systemic Sources of Errors in Pre-Analytical Processes

Pat Wolfram, Director of EHR and Lab Integration, Liaison Healthcare, Aurora, OR

Grand Ballroom B

7:00 AM - 7:50 AM

Our Journey to Implement the Culture of Continuous Improvement in 26 Hospital Labs and the Alverno Central Lab: What's Worked Best for Us with Methods and Metrics

Donald Lair, Jr., Director of Quality Assurance Programs, PCL Alverno, Crown Point, IN

Grand Couteau

MASTER CLASS SESSIONS

7:00 AM - 8:50 AM

Data Analytics for Lean and Six Sigma Practitioners - Using Data to Make Smarter Decisions While Selling Your Projects to Administration: A Certification Workshop

Patrick Maul, MT(ASCP) MBA, Lean Sigma Black Belt, Principal Consultant, Becton Dickinson, St. Cloud, FL; Edmunds Reineks, M.D., Ph.D., D(ABCC), FCAP, Laboratory Director, Cleveland Clinic, Cleveland, OH

Grand Ballroom A

7:00 AM - 8:50 AM

Mastering the Essential Tools of Value Stream Mapping, KATA, and A3 Writing - Using Simple Concepts to Generate Significant Benefits in Your Lab: A Certification Workshop

Rita D'Angelo, MS, ASQ CQE, President & Chief Executive Officer, D'Angelo Advantage, LLC, Gibraltar, MI
Grand Chenier

MASTER CLASS SESSION

8:00 AM - 8:50 AM

Why the Eight Principles of Laboratory Performance Transforms Lean to Fuel Faster, Bigger Gains in Your Lab's Productivity, Cost Reduction, and Quality

Christoff Coetzee, Pr. Eng. PMP, PinpointBPS® Master, Laboratory Performance Director: USA, Canada and Latin America, LTS Consulting, London, UK
Grand Ballroom B

BENEFACOR SESSIONS

8:00 AM - 8:50 AM

CAP BENEFACOR SESSION: Using the CAP Performance Analytics Dashboard to Monitor Compliance and Reduce Risk in Your Laboratory System

Denise K. Driscoll, MS, MT(ASCP)SBB, Senior Director, Accreditation & Regulatory Affairs, College of American Pathologists; Shelly R. Staat, MBA, Senior Manager, Marketing Programs, College of American Pathologists, Northfield, IL
Nottoway

8:00 AM - 8:50 AM

HC1.COM BENEFACOR SESSION: The Expert Shares All: How to Make Your Lab More Efficient & Service-Focused than Ever

Kellie Harrison, MT(ASCP), Vice President of Client Services at Stone Clinical Laboratories, New Orleans, LA
Grand Couteau

GENERAL SESSION

9:00 AM - 10:00 AM

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; Kathy Nucifora, MPH, MT(ASCP), Director of Accreditation, COLA, Columbia, MD; Stacy Olea, MBA, MT(ASCP), FACHE, Executive Director of Laboratory Accreditation Program, The Joint Commission, Oakbrook Terrace, IL; Randall (Randy) Query, Accreditation Manager, Clinical, American Association for Laboratory Accreditation (A2LA), Frederick, MD
Grand Ballroom DE

10:00 AM - 10:20 AM

Morning Break

Grand Ballroom Foyer

10:20 AM - 10:40 AM

Beyond Lean and Process Improvement: Achieving Hospital-Wide Clinical Collaboration to Improve Utilization of Lab Tests and Patient Outcomes

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

10:40 AM - 11:20 AM

Resolving Every Lab's Internal–External Conundrum: Recognizing the Recurring Cost of Bad Quality in the Lab as a Necessary Step to Delivering More Value to Physicians

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

11:20 AM - 11:30 AM

Six Sigma Poster Awards

Grand Ballroom DE

11:40 AM - 1:00 PM

Luncheon & Exhibition

Grand Ballroom C

SPECIAL SESSION

1:10 PM - 3:00 PM

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, Associate Vice President, Quality Director, Laboratory Corporation of America,
Rochester, MN
Nottoway

BREAKOUT SESSIONS

1:10 PM - 2:00 PM

Improving Your Lab's Performance: How to Gather the Right Data, Identifying and Prioritizing Projects, Managing the Culture Change, and Benchmarking

Alastair (Ali) Dunnett, Director, Laboratory Services, Carle Foundation Hospital, Urbana, IL
Grand Ballroom B

1:10 PM - 2:00 PM

Our Creatinine Success Story with Acute Kidney Injury in Hospital Wards: How Work Flow Redesign and Process Improvement Advanced Collaboration with Lab and Physicians

Tarush Kothari, M.D., MPH, Physician Informaticist & Assistant Professor of Pathology and Laboratory Medicine,
Northwell Health Laboratories, Lake Success, NY
Grand Ballroom A

1:10 PM - 2:00 PM

RFID's Role in Specimen Tracking from Endoscopy Suites to the Histology Lab: Combining Automated Tools with Lean to Reduce Errors

Bryan Desimone, MT(ASCP), Senior System Analyst, Legacy Health, Portland, OR; Dani Sensenig, HT(ASCP), Pathology Supervisor, Legacy Health, Portland, OR; Andrea Stacy, Anatomic Pathology Lab Manager, Legacy Health, Portland, OR
Grand Couteau

BREAKOUT SESSIONS

2:10 PM - 3:00 PM

Histology Successes with Automation and Workflow Redesign: Leaning Our Lab by Reducing Sources of Errors, Identifying Non-Value Added Processes, and Changing the Culture

Ary R. Franklin, HT(ASCP), Histology Supervisor, Baylor Scott & White Healthcare - Memorial Hospital, Temple, TX
Grand Ballroom B

2:10 PM - 3:00 PM

Using LIS and CRM Integration and Process Improvement to Standardize and Centralize Caregiver Notification of Critical and Urgent Values

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

Grand Ballroom A

2:10 PM - 3:00 PM

Value Stream Mapping's Role in Total Makeover of the Microbiology Lab: Lessons Learned in Using Physical Space in New Ways to Support Automation and Improved Workflow

Christina Saum, Microbiology Specialist, Bryan Medical Center, Lincoln, NE

Grand Couteau

GENERAL SESSION

3:15 PM - 3:30 PM

Distilling the Essential Lessons from the 10th Annual Lab Quality Confab

Robert L. Michel, Editor-in-Chief, The Dark Report, Spicewood, TX

Grand Ballroom DE

Post Conference Workshop Option 1

WEDNESDAY, OCTOBER 19, 2016

1:00 PM - 5:00 PM

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

Grand Chenier

THURSDAY, OCTOBER 20, 2016

8:00 AM - 5:00 PM

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

Grand Chenier

12:00 PM – 1:00 PM

Networking Lunch

Lagniappe

Post Conference Workshop Option 2

THURSDAY, OCTOBER 20, 2016

8:00 AM - 4:30 PM

Lean, Six Sigma, and Process Improvement: Fundamentals, Methods, and Applications for Lab Professionals

Charles W. Protzman, III, MBA, CPM, President & CEO, Business Improvement Group LLC, Towson, MD

Grand Couteau

12:00 PM – 1:00 PM

Networking Lunch

Lagniappe