

TUESDAY, NOVEMBER 6 — MASTER CLASSES

Automating the Cytology Laboratory: How to Best Combine Lean and Automated Systems
Mike Fowler, CT(ASCP), Hologic

How to Get Started: What You Need to Organize the Team and Deliver Top Results
Christine Brown, Abbott Laboratories, Diagnostic Division; Diane Hoover, Abbott Laboratories

Key Process Indicators: Using KPIs to Unlock Real-time Gains in Work Flow and Work Processes
Mark Graban, Constancy, Inc.

Unleashing the Power of LIS to Boost Quality and Service Levels of POC Testing
Kim Skala, MT (ASCP), ACL Laboratories-Advocate Christ Medical Center and Hope Children's Hospital

Understanding DMAIC and Effective Root Cause Analysis and How to Apply Them to Laboratory Work Flow and Work Processes
Kelly Owen, Quest Diagnostics; Jacquie Vealey, Quest Diagnostics

From Quality Management Systems to "The Right QC": What's New and Exciting From CLSI
Glen Fine, Clinical & Laboratory Standards Institute (CLSI)

How ISO 15189 Accreditation Can Benefit Your Lab: An Assessor's Candid View
Valerie Ng, M.D., Ph.D., Alameda County Medical Center

Maximizing Integrated Intelligence: Optimized Performance through Automation and Informatics Solutions
Susan Yost, Healthcare Solutions-North America, Siemens Diagnostics; Sharon Etzman, Diagnostics IT, Siemens Healthcare Diagnostics

Petri Dishes R.I.P.! How Automation, Lean, and Real Time Dashboards are Transforming Workflow in Microbiology
Anne Beall, BioMerieux

GENERAL SESSIONS

Why All Labs Will Need Lean and Process Improvement to Survive and Prosper in the Age of ACOS, Medical Homes and Integrated Clinical Care
Robert L. Michel, The Dark Intelligence Group, Inc.

Achieving Small Batch Work flow in Anatomic Pathology to Achieve Faster TAT and Better Quality Results
Richard Zarbo, M.D., Henry Ford Health System

LabCorp's Lessons Learned in Accrediting Five Labs to the QMS of 15189
Kathy McCloy, LabCorp

Personalized Medicine's Path from Concept to Reality: How Our Lab Uses Lean to Speed the Transformation
Anthony Carter, Ph.D., Advanced Diagnostic Laboratories - National Jewish Health

BREAKOUT SESSIONS

Achieving Lean and Sustaining Lean Improvements in Phlebotomy and Pre-Analytical
*Julie Simons, MT(ASCP), Allina Health Laboratory
Karen Chatt, MBA, MT(ASCP)CG, Allina Health Laboratory*

Value Stream Mapping: Mastering the Essentials of Identifying Opportunities in Clinical Labs and Pathology Groups
Katja Lehmann, Becton Dickinson

Understanding the Obvious and Subtle Benefits of ISO 15189 Accreditation
Marvin Lessig, M.D., Nationwide Laboratory Services

How Reducing the Number of Touches Per Tube in Processing Slashes Errors and Boosts Staff Productivity
David Layton, ARUP Laboratories; Bea Layton, ARUP Laboratories

Mayday Boss! CLIA Inspectors Are in Our Lab and They are NOT Happy!
Nora Hess, Chi Solutions, Inc.

Tackling the Challenge of Specimen Tracking Within and Without the Cleveland Clinic: How we Reduced Lost Specimens
Kavous Roumina, Ph.D., Cleveland Clinic

Using Project Charters to Increase the Success of Your Lab's Process Improvement Program
Sandra Hood, Laboratory Operations, OhioHealth

GENERAL SESSION

How Labs Can Use Lean to Lead Innovation in the Hospital: Real World Lessons and Insights
Glen Fine, Clinical & Laboratory Standards Institute (CLSI); Richard Zarbo, M.D., Pathology & Laboratory Medicine, Henry Ford Health System; Leo Serrano, Broward Health; Rick Panning, Fairview Health Services; Maureen Harte, HartePro Consulting

WEDNESDAY, NOVEMBER 7 — MASTER CLASSES

Achieving the Goal of Six Sigma Perfection in Specimen Collection and Handling: Best Practices Inside and Outside the Laboratory
Pawan Singh, Sunquest Information Systems; Jonathon Northover, Sunquest Information Systems

How to Conduct Your Assessment of Products and Systems Before Purchase
Steve Stone, Argent Global Services

Success or Failure When Implementing New Equipment in Anatomic Pathology
Katja Lehmann, Becton Dickinson

Fundamentals of Mistake-Proofing Your Operation
Susan Stegall, M. S. Stegall & Associates, LLC

Achieving the Right Balance of Management and Leadership to Unlock Increased Creativity and Collaboration from Lab Staff
Terri Molloy, Institute for Quality Management in Healthcare

Best Ways to Bring Lean and Automation into Molecular Laboratories
Adam Walter, Becton Dickinson

Error-Proofing Your Lab By Turning CAPA (Corrective Action Preventive Action) into PACA (Preventive Action Corrective Action)
Leo Serrano, Broward Health

POCT Goes off the Rails: How Multi-Site Hospital Lab Collaboration Improved Patient Safety and Care
Marcelino Gabriel, Medstar Good Samaritan Hospital; Bobbie Eichensehr, Medstar Union Memorial Hospital

GENERAL SESSIONS

Every Lab's Disconnect Between Pathologists, Management, and Front Line Staff: Removing Cultural Barriers to Achieve Improvement and Mentoring
Stephen Raab, M.D., Memorial University of Newfoundland and University of Washington

Moving the Quality Bar Ever Higher: How Your Lab Can Get More Benefit from Proficiency Testing and Similar Activities
Michael Noble, M.D., Clinical Microbiology Proficiency Testing - University of British Columbia

Three Times at Bat with Lean: Hard Fought Lessons in Implementation and Sustaining the Culture
Rick Panning, Fairview Health Services

SPECIAL SESSIONS

Essentials of Heijunka (Production Leveling) in Lab Work Flow
Dale Hershfield, ValuMetrix Services, Ortho Clinical Diagnostics, Johnson & Johnson

BREAKOUT SESSIONS

Boosting the Value of Lab Testing in the Shared Accountability Organization: How We Are Meeting the Cost vs. Quality Challenge at Intermountain Health
Stephen Mikkelsen, Laboratory Services, Intermountain Healthcare

How We Blend Lean and Career Ladders in the Lab to Identify and Develop Future Leaders
Michael Overa, Atlantic Health System; Veronica Fraser, Atlantic Health System

Using the Patient-Centric Repository and EMPI to Further Enhance Lean Project Outcomes
Robert Clymer, Atlas Medical

Meet 'Design Thinking': How Florida Hospital's Innovation Lab Is Transforming Culture, Collaboration, and Outcomes
Mary Ann Womack, MBA, (ASCP) SBB, Orlando Laboratory, Florida Hospital; Maria Brock, Florida Hospital

Combining Real Time Dashboard Metrics with Serial Kaizan Events to Boost Microbiology Performance
Dan Brown, Ph.D., Baylor Healthcare System; David Vinson, med fusion

Lean Successes in Patient Registration, PSC Wait Time, and Lab Billing
Chris Lorenzen, Wyoming Medical Center

Operating a QMS and Lean Side-by-Side: How Our Lab Collaborates with the OR to Reduce Errors, Slash TAT, and Boost Specimen Integrity
Pat Burton, William Osler Health System

GENERAL SESSION

Lessons Learned and Outcomes at Lab Quality Confab 2012
Robert L. Michel, The Dark Intelligence Group, Inc.

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