

CONFERENCE AGENDA

Monday, November 1, 2010

5:30 PM–7:30 PM **Early Registration & Get Acquainted Reception with Refreshments**

Day One, Tuesday, November 2, 2010

6:30 AM–8:50 AM **Continental Breakfast**

Concurrent Master Classes

- 7:00 AM–7:50 AM **Pre-Planning Secrets: Assess the Potential of Analyzers and Automation to Support Lean Workflow**
Linda Covill, MS, BS, MT (ASCP), Laboratory Process Consultant, Roche Diagnostics Corporation, Seekonk, MA
- 7:00 AM–7:50 AM **Consolidating Microbiology from Five or More Hospitals: Performance Improvement Secrets That Guarantee Top Clinical Quality and Fast Turnaround Time**
Christine Brown, BS, ASQ CSSBB, MT HHS, Consulting Skills Development Manager, Diane Hoover, BSMT, MBA, Workflow Consultant, Lean Six Sigma Blackbelt, Abbott Laboratories, Abbott Park, IL
- 7:00 AM–7:50 AM **Learning from the Best and the Worst of Lean Projects: Lessons in Sustainability and Tearing Down Silos in the Lab**
Patrick Maul, MBA, MT (ASCP), Principal Consultant, BD Diagnostics – Healthcare Consulting, St. Cloud, FL
- 8:00 AM–8:50 AM **Harnessing the Untapped Power of Information Systems to Support More Lab Capacity and Staff Productivity**
Kelly Feist, Vice President, Marketing, Sunquest Information Systems, Tucson, AZ
- 8:00 AM–8:50 AM **Drive Out the Seven Deadly Sins in Your Lab's Long-standing Work Practices!**
Anne Daley, MS, CMQOE, CSSBB, CLC, MT, DLM, Senior Consultant, Chi Solutions, Inc., Ann Arbor, MI
- 8:00 AM–8:50 AM **Using Process Improvement to boost Staff Scheduling and Your Lab's Real-Time Inspection Readiness**
Nancy Janzen, CEO & Founder, John Janzen, President, Maplewood Software, Spokane, WA

- 8:00 AM–8:50 AM **Poster Sessions for Lean and Six Sigma Projects**
Poster presentations by prior arrangement. Judging for awards and cash prizes will take place during the Poster Sessions conducted on both days.
- 9:00 AM–12:00 PM **General Sessions**
- 9:00 AM–9:40 AM **Performing Improvement Intersects Analytical Integrity: Why More Labs Are Putting the Lean Mindset to Work to Raise Analytical Quality and Boost Patient Care**
Robert L. Michel, Editor-In-Chief, THE DARK REPORT, Spicewood, TX
- 9:40 AM–10:20 AM **Everything You Need to Know about How a Quality Management System (QMS) Helps your Laboratory Achieve a New Paradigm in Quality at a Lower Cost**
Lucia Berte, MA, MT (ASCP), SBB, DLM, CQA (ASQ) CMQ/OE, President, Laboratories Made Better! P.C., Broomfield, CO
- 10:20 AM-10:40 AM **Morning Break**
- 10:40 AM–11:20 AM **Spectra Labs Turns to ISO 15189's QMS to Advance Performance and Gain International Recognition**
Chinu Jani, General Manager & Vice President, Spectra East, Rockleigh, NJ
- 11:20 AM–12:00 PM **Sharing a New Ideal: How Tomorrow's Understaffed, Multi-Site Lab Organization Will Combine Automation, Technology, and Performance Improvement To Meet Its Mission**
Chris Christopher, Vice President Global Customer Solutions, Siemens Healthcare Diagnostics, Rock Hill, SC
- 12:00 PM–1:50 PM **Exhibition Hall Open**
12:00 PM–1:50 PM **Lunch in Exhibition Hall**

Concurrent Breakout Sessions

- 2:00 PM–2:50 PM **Using Robust Software in Tandem with Process Improvement to Lift Performance across All Service Activities in the Clinical Laboratory**
Rosalee Allan, Senior Vice President/CEO, Pathology Associates Medical Laboratories (PAML), Spokane, WA
- 2:00 PM–2:50 PM **ISO 15189's Essential "Do's and Don'ts": Lessons from Early-Adopter Laboratories**
Georgene Cooke, CAP 15189 Market Manager, College of American Pathologists, Northfield, IL; Trace Custer, Senior Director Regulatory Compliance, Genzyme Genetics, Santa Fe, NM
- 2:00 PM–2:50 PM **Streamlining Process Improvement - 10 Essential Ingredients**
Richard Ouellette, FACHE, CLSSMBB, Certified Lean Six Sigma, Master Black Belt, Management Decision Systems, Inc., Holden MA

- 2:00 PM–2:50 PM **Secrets to Establishing and Sustaining Standard Work and Work Cells in the Histocompatibility Laboratory**
Robert Baylerian, CSSBB(UWM), CQIA ASQ, Quality and Lean Specialist, BloodCenter of Wisconsin, Milwaukee, WI
- 3:00 PM–3:50 PM **Four Different Technology/Process Improvement Home Runs that Can Turbo-Charge Your Lab's Billing/Collections Department**
Mark LaVoie, BS,C(ASCP), Director of Operations Billing & Accounts Receivable, Pathology Associates Medical Laboratories (PAML), Spokane, WA
- 3:00 PM–3:50 PM **How Lean Helped Us Create the Ideal PSC Layout and Workflow, and Lessons Learned as We Build and Open Each One**
Tina Stover, Operations Manager, Laboratory Services, WellSpan Health, York Hospital, York, PA
- 3:00 PM–3:50 PM **Eight Years of ISO 15189 in Ontario Give Both Labs and Med Techs a Top Reputation and Better Access to Resources and Funding**
Julie Coffey, Quality Manager, Quality Management Program-Laboratory Services, Toronto, ON Canada
- 3:00 PM–3:50 PM **How Different Hospital Departments Collaborated to Create the Patient-Friendly "One Stop" Registration**
Pamela Melcher, MT(ASCP)SC, LQMC, Quality, Regulatory Compliance, POCT and Safety Manager, St. John Providence Health System Laboratories, Grosse Pointe Woods, MI
- 4:00 PM–4:50 PM **How Lean Helped Us in Transfusion Services and Blood Banking—and with the Hospital's Other Clinical Services**
Joan Freeman, Supervisor Compliance, Baptist Memorial Hospital, Memphis, TN
- 4:00 PM–4:50 PM **Lessons We've Learned in How Physician & Patient Satisfaction Surveys Can Motivate the Entire Lab Team to Lift Performance and Improve Patient Service**
Ed Giugliano, Ph.D., Project Manager, Black Belt; Hannah Proczter, Assistant Vice President of Laboratories, North Shore LIJ Health System Laboratories, Lake Success, NY
- 4:00 PM–4:50 PM **Innovative Ways to Use the LIS and Expert Rules to Help the Hospital Achieve Quality Measures in Stroke and Cardiology Services**
April Bashaw, Outreach, Pathology, Business Manager, Laboratory Services, Southern Regional Health System, Riverdale, GA
- 4:00 PM–4:50 PM **Leaning Microbiology from Specimen Receiving to Results Reporting: How We Assessed and Improved Existing Work Processes**
Patrick O'Sullivan, MS, MT(ASCP)SBB, Orlando Laboratory Director, Florida, Hospital, Orlando, FL
- 5:00 PM–5:40 PM **Panel: Understanding How Quality Management Systems (QMS) Represents a New Paradigm in the Management and Operation of Clinical Laboratories**
Lucie Berte, Moderator; Panelists: Georgene Cooke, Dan Tholen, Julie Coffey

5:45 PM–7:30 PM **GRAND RECEPTION IN EXHIBITION HALL**
Exhibition, with food and refreshments

7:30 PM **EXHIBITION ENDS**

Day Two, Wednesday, November 3, 2010

6:30 AM–8:50 AM **Continental Breakfast**

Concurrent Master Classes

7:00 AM–7:50 AM **Best Practices in Designing Your Lab's QC Program to Match Your Lab's Quality Goals**
Jeff Larson, Senior Product Manager, Quality Systems Division, Bio-Rad Laboratories

7:00 AM–7:50 AM **Microbiology Meets Process Improvement: Secrets and Tricks of the Trade That Produce Big Gains**
Anne Beall, BSMT, Corporate Accounts, Solutions Consultant, bioMerieux, Raleigh, NC

7:00 AM–7:50 AM **Using Lean Basics in Histology to Achieve Best Practices in Work Flow and Outcomes**
Kelsi Currier, Director of Workflow Consulting, Ventana Medical Systems, Tucson, AZ

8:00 AM–8:50 AM **Creating the Ideal Core Lab Layout from Existing Space: Lessons from Lean Lab Innovators**
Steve Stone, Managing Director, Argent Global Services, Oklahoma City, OK

8:00 AM–8:50 AM **Unlock Major Performance Gains by Managing Your Lab's Work Flow with Real-Time Performance Measures**
R. Rodney Momcilovic, MT, B.S., MBA, Consultant, ValueMetrix Services, Ortho Clinical Diagnostics, Inc., Harlem, GA

8:00 AM–8:50 AM **Mayday Boss! CLIA Inspectors Are in Our Lab and They are NOT Happy!**
Nora Hess, Managing Consultant, Chi Solutions, Inc., Ann Arbor, MI

8:00 AM–8:50 AM **Poster Sessions for Lean Six Sigma Projects**
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9:15 AM–12:00 PM ***General Session***

9:15 AM–10:00 AM **Designing QC Activities to More Precisely Manage Analytical Accuracy and Patient Risk**
Curtis Parvin, PhD, Manager of Advanced Statistical Research, Quality Systems Division, Bio-Rad Laboratories, Plano, TX

10:00 AM–10:45 AM **Pre- and Post-Analytical Stages: Why its Time to Use Performance Improvement Methods to Reduce Errors and Raise the Quality Lab Test Results**
Michael Astion, MD, PhD, Professor and Director of Reference Laboratory Services, University of Washington, Department of Laboratory Medicine, Seattle, WA

10:45 AM–11:30 AM **Don't Overlook the Analytical Stage! How Labs Leverage Process Improvement to Boost the Integrity and Reproducibility of Analytical Data**
Michael Noble, MD, PhD, University of British Columbia, Vancouver, BC, Canada

11:30 AM–12:00 PM **Announcement of Lean and Six Sigma Poster Session Winners**
Presentation of trophies and cash awards to winners

12:00 PM–1:00 PM **Luncheon**

Concurrent Breakout Sessions

1:10 PM–2:00 PM **QMS in the ISO World: What You Need to Know about ISO 9001 Certification and ISO 15189 Accreditation**
Daniel Tholen, Technical Consultant, American Association for Laboratory Accreditation (A2LA), Traverse City, MI

1:10 PM–2:00 PM **Identifying "Best Practices" That Can Make Your Lab a "World Class" Performer**
Paul Epner, Principal, Paul Epner LLC, Evanston, IL

1:10 PM–2:00 PM **Preparing Your Lab for What's New, What's Changing Now, and What's to Come in Laboratory Accreditation/Inspections**
Linda Palicki, Director, Continuous Compliance, Laboratory Accreditation; Adrienne Malta, MBA, MT(ASCP), Inspection Services Manager, College of American Pathologists, Northfield, IL

1:10 PM–2:00 PM **Learn How To Extract the Right Metrics from Your LIS to Drive Workflow Improvements**
Michael Tarwater, Executive Director of LIS, MuirLab, Concord, CA

2:10 PM–3:00 PM **The Most Useful Lessons from Ten Years of Achieving and Sustaining Quality Process Improvements**
Jeff Kulhavy, BS, MT,(ASCP), Assistant Lab Manager, University of Iowa, Iowa City, IA

2:10 PM–3:00 PM **Engaging Pathologists to Achieve a Lean Makeover of Immunohistochemistry Staining**
Cynthia Bevis, JD, MBA, Senior Administrative Director; Diane Groppi, Manager AP; Maruf Chowdhury, Manager Cytology; Bryan Hemmings, Manager Phlebotomy; Department of Pathology and Laboratory Medicine, North Shore-LIJ Health System, Lake Success, NY

2:10 PM–3:00 PM **Lean Patient Care: The Emergency Department/Centralized Laboratory Collaboration Paradigm**
Leo Serrano, FACHE, DLM (ASCP), Director of Laboratory Services, Avera McKennan Hospital and University Health Center, Sioux Falls, SD

3:15 PM–3:30 PM **Distilling the Essential Lessons from the Fourth Annual Lab Quality Confab**
Robert Michel, Editor-in-Chief, THE DARK REPORT, Spicewood, TX
-- End of Lab Quality Confab 2010 --

Thursday, November 4, 2010 – Post Conference Workshops

Optional Post-Event Workshop, Attendees must pre-register for these programs

8:00 AM–4:30 PM

Lean Boot Camp on Achieving Mastery with Concepts, Implementation, and Outcomes

Susan Stegall, MBA, MHSA, MT (ASCP), Managing Partner, Leslie Sprick, BS, MT (ASCP), Managing Partner, Sprick, Stegall & Associates LLC, Salem, OH