

Tuesday, November 2 Concurrent Master Classes

01. 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
02. 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
03. 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
04. 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
05. 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
06. 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

General Sessions

07. 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
08. 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
09. 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
10. 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

Breakout Sessions

11. 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
12. 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
13. Streamlining Process Improvement - 10 Essential Ingredients
Richard Ouellette, FACHE, CLSSMBB, Certified Lean Six Sigma, Master Black Belt, Management Decision Systems, Inc., Holden, MA
14. 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

15. 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
16. 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
17. 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
18. 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
19. 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
20. 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
21. 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
22. Learning 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

General Session

23. 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

Wednesday, November 3 Concurrent Master Classes

24. 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, Irvine, CA
25. Microbiology Meets Process Improvement: Secrets and Tricks of the Trade That Produce Big Gains
Anne Beall, BSMT, Corporate Accounts, Solutions Consultant, bioMerieux, Raleigh, NC
26. Using Lean Basics in Histology to Achieve Best Practices in Work Flow and Outcomes
Kelsi Carrier, Director of Workflow Consulting, Ventana Medical Systems, Tucson, AZ
27. Creating the Ideal Core Lab Layout from Existing Space: Lessons from Lean Lab Innovators
Steve Stone, Managing Director, Argent Global Services, Oklahoma City, OK
28. 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

29. Mayday Boss! CLIA Inspectors Are in Our Lab and They are NOT Happy!
Nora Hess, Managing Consultant, Chi Solutions, Inc., Ann Arbor, MI

General Sessions

30. Designing QC Activities to More Precisely Manage Analytical Accuracy and Patient Risk
Curtis Parvin, MD, Manager of Advanced Statistical Research, Quality Systems Division, Bio-Rad Laboratories, Plano, TX
31. 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
32. 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

Breakout Sessions

33. 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
34. Identifying "Best Practices" That Can Make Your Lab a "World Class" Performer
Paul Epner, Principal, Paul Epner LLC, Evanston, IL
35. 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
36. Learn How To Extract the Right Metrics from Your LIS to Drive Workflow Improvements
Michael Tarwater, Executive Director of LIS, MuirLab, Concord, CA
37. 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
38. 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
39. 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

General Session

40. Distilling the Essential Lessons from the Fourth Annual Lab Quality Confab
Robert Michel, Editor-in-Chief, THE DARK REPORT, Spicewood, TX

November 4, 2010 – Post Conference Workshop

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

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

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