



Here's an opportunity you may never have again...

Take the entire Lab Quality Confab Back home with you!

HERE'S A GREAT OPPORTUNITY—for a cost that's less than half of a full registration, you can return with the entire *Lab Quality Confab* on audio recording!

It multiplies your *Lab Quality Confab* experience—because you can review any recording, at any time. Listen again and learn more from the presentations you liked best.

Bringing audio recordings back from the *Lab Quality Confab* can make you a hero, because it helps the people you work for...and the people who work for you. Everyone involved in the laboratory wants to learn the latest, and your *Lab Quality Confab* audio recordings brings them into the heart of the action!

Every year, attendees who get audio recordings tell us it multiplies their learning experience. Experts agree that the best way to capture and retain knowledge is to listen to audio recordings of spoken presentations. It's a superb way to build upon your personal *Lab Quality Confab* experience, as well as share it with others in your lab or hospital.

Bringing back *Lab Quality Confab* audio recordings says something about you—that you want to share with others this vast, concentrated knowledge, at a cost that's a fraction of what you've invested.

Every year *Lab Quality Confab* attendees tell us that one of the things they love most about the program is that it is a non-stop, jammed-pack series of compelling case studies and break-out session presentations. But many are frustrated that the speed of events and

constant activity makes it difficult to capture 100% of all the useful knowledge delivered from the podium—and then process that information to glean the most valuable insights.

It's the precise reason why we record each session and make it available to you on audio recordings. We are all here to learn and absorb as much as possible. By design, the *Lab Quality Confab* is an

managers had begged to come along, but there wasn't a travel budget for this individual.

When she showed up at the next year's *Lab Quality Confab*, she was accompanied by her young lab management protege. She brought him over and introduced him. She told us this individual had listened to every audio recording in the first months after her return.

Motivated by what he heard, this go-getter had energized the med techs to tackle a work flow redesign *and* a detailed productivity measurement program in the lab. Within six months, this hospital lab had cut its average cost-per-test by 18%! And all because a thoughtful manager brought audio recordings back from her *Lab Quality Confab* experience!

We recommend you use your *Lab Quality Confab* Recordings in many ways...

- Listen again and learn more from the presentations you liked best!
- Give your management team the important topics that will help them succeed!
- Use *Lab Quality Confab* recordings to educate your board and senior directors!
- Create a permanent knowledge library with the best in innovative lab management!

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with information,
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overwhelming barrage of learning. And that's why audio recordings are the secret weapon you can use to capture 100% of this knowledge and take it back home with you!

One of our favorite *Lab Quality Confab* stories involves a hospital lab administrator who attended her first *Lab Quality Confab*. At the recording table, she debated about which recording she wanted to take back with her. She finally decided on the complete set because one of her up-and-coming

Presented By **THE DARK REPORT**

Use this form to order your audio recordings while you are here at *Lab Quality Confab*. Take advantage of these wonderful on-site specials!

Tuesday, October 18

Master Class Sessions

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

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) Querry, Accreditation Manager, Clinical, American Association for Laboratory Accreditation (A2LA), Frederick, MD

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

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

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

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

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

General Sessions

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

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

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

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

Breakout Sessions

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

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

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

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

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

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

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

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

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

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

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

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

General Session

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

Wednesday, October 19

Master Class Sessions

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

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

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 Dickenson, St. Cloud, FL

Edmunds Reineks, M.D., Ph.D., D(ABCC), FCAP, Laboratory Director, Cleveland Clinic, Cleveland, OH

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

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

General Sessions

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) Querry, Accreditation Manager, Clinical, American Association for Laboratory Accreditation (A2LA), Frederick, MD

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

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

Special Session

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

Breakout Sessions

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

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

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

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

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

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

General Session

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

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

Grab these complete CD sets for added value!

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