



**October 15-16**

**Hyatt Regency**

**Atlanta, GA**

**2019**

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Monday-Tuesday, October 14-15, 2019

5:30 PM – 7:30 PM

Centennial Ballroom Foyer

Early Registration

5:30 PM – 7:30 PM

Centennial Ballroom Foyer/Pool Deck

Get Acquainted Reception

Tuesday, October 15, 2019

6:30 AM – 9:00 AM

Centennial Ballroom Foyer

Registration

6:30 AM – 9:00 AM

Centennial Ballroom III

Continental Breakfast

Master Class Sessions

7:00 AM – 7:50 AM

Grand Hall C

Effective Problem-Solving in Clinical Labs and Pathology Groups: Best Ways to Use the Lean Tools of Fish Bone Diagrams, Value Stream Maps, DMAIC, and More

- Patrick Maul, MBA, MT(ASCP), LSSBB, Consultant; Lean Six Sigma Process Innovation, Healthcare Consulting Services, St. Cloud, FL

7:00 AM – 7:50 AM

Grand Hall B

How We Fast-Tracked a 90-Day Consolidation of Microbiology and Histology Across Multiple Hospitals: What Worked Best in Pre-Planning, Staff Engagement, and Workflow Redesign

- Marian Fortmann, MS, MT(ASCP)SBB, Director of Laboratory Services, AdventHealth Ocala, Ocala, FL
- Mary Womack, MBA, (ASCP)SBB, LSSBB, Project Manager, Operations Excellence, Accumen, Clermont, FL

7:00 AM – 8:50 AM

Grand Hall A

Failure Modes and Effects Analysis (FMEA): Mastering Risk Management with This Simple, Effective Approach (Two-hour Lean Certification Workshop)

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

**7:00 AM – 8:50 AM Centennial Ballroom IV****Value Stream Mapping, Prioritizing Projects, and Selecting the Right Tools****(Two-hour Lean Certification Workshop)**

- Katja Lehmann, Ph.D., Global Manager, Solution Discovery & Workflow Optimization, Becton, Dickinson and Company, Sparks, MD

**Benefactor Sessions****8:00 AM – 8:50 AM Grand Hall C****INPECO BENEFACTOR SESSION: Enhancing Patient Outcomes and Gaining Control of the Total Testing Process with New Innovations in “Open” Laboratory Automation**

- Ludovico Donegani, PMP, Customer Solutions Manager, Inpeco, Switzerland

**8:00 AM – 8:50 AM Grand Hall B****MEDIALAB BENEFACTOR SESSION: Using CourseBuilder to Enhance Leadership Skills**

- Karrie Hovis, MHS, MLS(ASCP) CM, CQIA, Lab Education Coordinator, Ochsner Health System, New Orleans, LA

**General Sessions****9:00 AM – 9:40 AM Centennial Ballroom I-II****Why Quality Management Is Your Lab’s Best Strategy to Survive and Thrive in This Era of Shrinking Lab Budgets, PAMA Price Cuts, and Value-based Payment**

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

**9:40 AM – 10:10 AM Centennial Ballroom I-II****How a Balanced Scorecard Can Be the Useful Bridge to Move from Lab 1.0 to Clinical Lab 2.0**

- Jeremy Schubert, MBA, MPH, Division Vice President, Abbott, Libertyville, IL

**10:10 AM – 10:30 AM****Morning Break****10:30 AM – 11:10 AM Centennial Ballroom I-II****How Combining Lab Consolidation, Lean, Analytics, and More Helped Us Manage Twice the Volume, Stay on Budget, and Prepare for Value-based Reimbursement**

- Patricia Nortmann, MBA, MT(ASCP), System Director of Laboratory Services, St. Elizabeth Healthcare, Erlanger, KY

**11:10 AM – 11:50 AM Centennial Ballroom I-II****CDC and the Changing Landscape of Clinical Laboratory Medicine**

- Reynolds (Ren) M. Salerno, Ph.D., Director, Division of Laboratory Systems, U.S. Centers for Disease Control and Prevention, Atlanta, GA

**Noon – 1:50 PM Centennial Ballroom III****Lunch and Exhibition****Breakout Sessions****2:00 PM – 2:50 PM Grand Hall B****Introducing ‘Job Aids’: A Simple, Effective Way to Capture, Maintain, and Communicate Procedures, Protocols, Work Practices, and More**

- Beverly B. Rogers, M.D., Chief of Pathology, Children’s Healthcare of Atlanta; Adjunct Professor of Pathology and Pediatrics, Emory University School of Medicine, Atlanta, GA
- Elizabeth Weinzierl, M.D., Ph.D., Director of Clinical Pathology, Hematopathologist, Children’s Healthcare of Atlanta, Atlanta, GA

**2:00 PM – 2:50 PM Grand Hall A****Let’s Talk Process! Identifying and Communicating Best Practice Ideas Across Multiple Lab Sites to Standardize Compliance and Policies While Creating a Shared Culture**

- Debra Zern, BS, MT(ASCP), CQA(ASQ), Director of Laboratory Quality and Internal Process Control, Intermountain Healthcare, Cottonwood Heights, UT

**2:00 PM – 2:50 PM Grand Hall C****Putting Analytics to Useful Work, Both in the Lab and in Collaborations with Caregivers: Successes, Some Setbacks, and Lessons Learned**

- Christopher Doern, Ph.D., Associate Professor of Pathology; Director of Clinical Microbiology, Virginia Commonwealth University, Richmond, VA

**Special Session****2:00 PM – 3:50 PM Centennial Ballroom IV****Lab Quality Managers Roundtable**

- Anne Daley, MS, CMQ/OE(ASQ)CSSBB, MT(ASCP)DLM, Quality Officer, ARUP Laboratories, Salt Lake City, UT
- Jean Hammelev, BS, CT(ASCP) MBA/HCM, Vice President, Operational Excellence, Sonora Quest Laboratories/Laboratory Sciences of Arizona, Tempe, AZ

**Breakout Sessions****3:00 PM – 3:50 PM****Grand Hall A**

**How Health Network Laboratories Uses EMPI and New Digital Tools to Cut Time Required to Submit Claims, to Shorten Payer Settlement Times, and to Increase Collected Revenue**

- Joseph Cugini, Manager, Client Solutions, Health Network Laboratories, Allentown, PA

**3:00 PM – 3:50 PM****Grand Hall C**

**Sharing Best Practices in Lab Quality Analytics: How Your Lab's Data Can Make Meeting CAP and CLIA Requirements More Accurate, Faster, Easier, and Less Costly**

- Tim Bickley, MT(ASCP), MBA, CPHIMS, Vice President of Sales, Visiun, Inc., Tuscaloosa, AL
- Vanessa Hawrylak, MS, MLS(ASCP)CM, Technical Support Specialist, Visiun, Inc., Miami, FL

**3:00 PM – 3:50 PM****Grand Hall B**

**What's New, Better, and Useful When Your Lab Is Ready to Buy Automation, Analyzers, Informatics**

- Alastair Dunnett, Director, Laboratory Services, Carle Foundation Hospital, Urbana, IL

**Breakout Sessions****4:00 PM – 4:50 PM****Grand Hall A**

**Applying Lean Thinking to Coding, Billing, and Collections: How to Recoup Lost Revenue, Transmit More Clean Claims and Shorten Payer Payment Times**

- Maryann Kirschner, MBA, BS, Senior Consultant, LW Consulting Inc., Harrisburg, PA

**4:00 PM – 4:50 PM****Centennial Ballroom IV**

**Creating a Central Quality Service Model to Serve 35 Hospital and Commercial Laboratory Sites in Six States: Why We Did It, How It Works, and the Key Metrics that Demonstrate Success**

- Jennifer Ord, MLS(ASCP), System Quality Director, Sonora Quest Laboratories/Laboratory Sciences of Arizona, Tempe, AZ

**4:00 PM – 4:50 PM****Grand Hall B**

**Delivering More Value and a Better Experience to Patients: Insights from Internal Improvement Successes (Within the Hospital) and External Collaborations (with Office-based Physicians)**

- Julie Cooper, MA, FACHE, Assistant Vice President, Laboratory Services, Atrium Health, Charlotte, NC

**4:00 PM – 4:50 PM****Grand Hall C**

**Understanding the True Cost of Bad Quality, Both in Your Lab and Throughout Your Parent Hospital or Health Network**

- Linda Flynn, MS, MBA, MT(ASCP)SBB, Principal, LS Flynn & Associates, Florence, KY

**General Session****5:00 PM – 5:40 PM****Centennial Ballroom I-II**

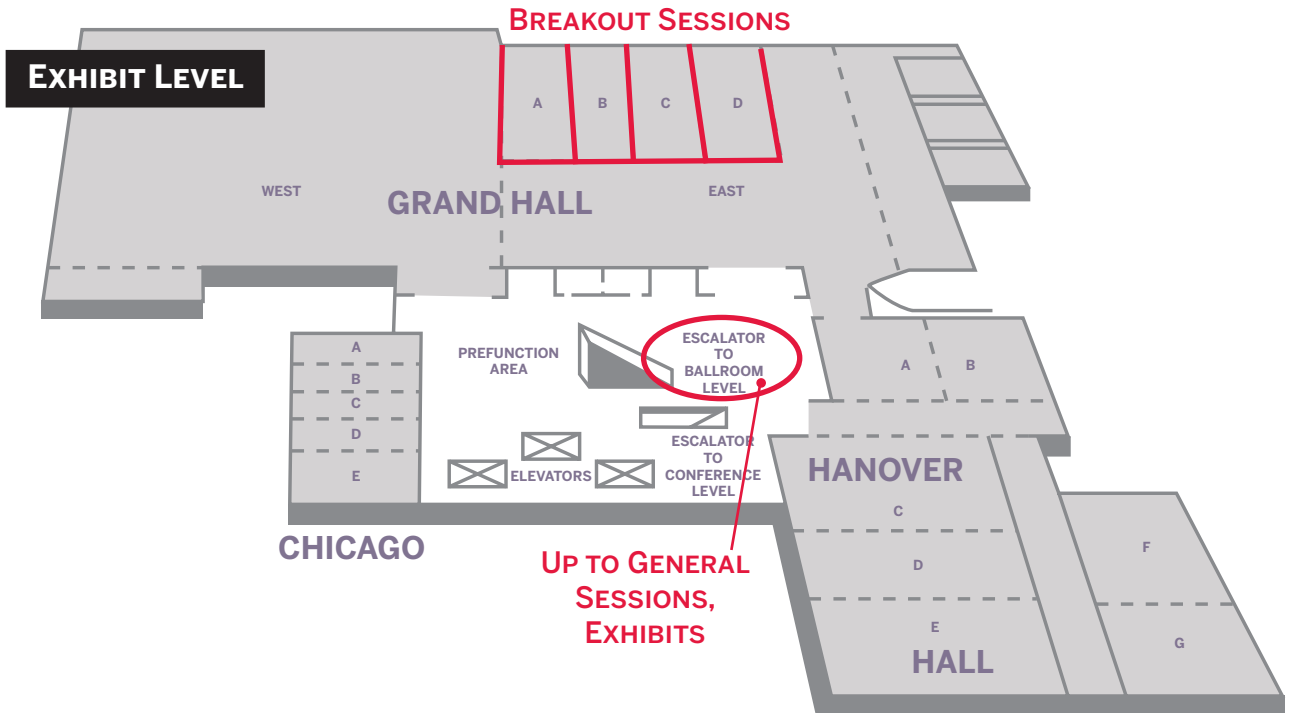
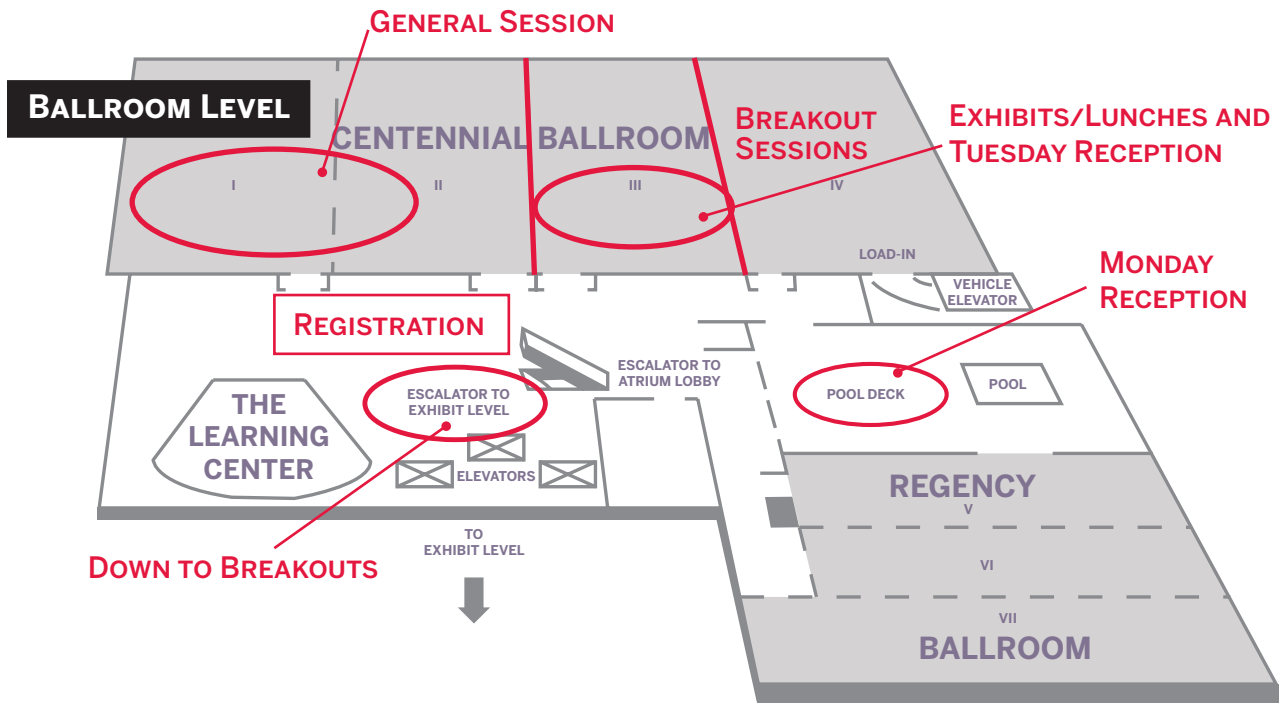
**Current State of Lab Profession's Use of Lean and Quality Management: What's Working Great and Proven Ways to Cut Costs, Boost Quality, and Bring in More Revenue**  
**CHAIR:**

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

**PANELISTS:**

- Rita D'Angelo, CQE, SSBB, MS, Ph.D., President & Chief Executive Officer, D'Angelo Advantage, LLC, Gibraltar, MI
- Maureen Harte, MT(ASCP) and Lean Six Sigma Master Black Belt, President, HartePro Consulting, Sandy, UT
- Katja Lehmann, Ph.D., Global Manager, Solution Discovery & Workflow Optimization, Becton, Dickinson and Company, Sparks, MD
- Patrick Maul, MBA, MT(ASCP), LSSBB, Consultant; Lean Six Sigma Process Innovation, Healthcare Consulting Services, St. Cloud, FL

**5:45 PM – 7:30 PM****Centennial Ballroom III****Exhibitors Reception**



**6:30 AM – 9:00 AM** Centennial Ballroom Foyer  
Registration

**6:30 AM – 9:00 AM** Centennial Ballroom III  
Continental Breakfast

**7:00 AM – 8:50 AM** Centennial Ballroom Foyer  
Poster Presentations

### Master Class Sessions

**7:00 AM – 7:50 AM** Grand Hall A

**Effective Coaching in Support of Competency Assessments: Best Techniques to Help Lab Staff Recognize Opportunities to Improve, Contribute More, and Advance Both Their Career and the Lab's Success**

- Steve Stone, Managing Director, Argent Global Services, Oklahoma City, OK

**7:00 AM – 8:50 AM** Centennial Ballroom IV

**Kaizen: Essentials of Planning and Running Successful Kaizen Events, Including Engaging Participants and Pitfalls to Avoid**

- Zane Ferry, Executive Director, National Operations, CI, Quest Diagnostics, Excelsior, MN

**7:00 AM – 8:50 AM** Grand Hall B

**Spaghetti Mapping, Related Lean Tools, and Powerful Analytics: Smart Ways to Streamline Workflow in New and Existing Clinical, Molecular, and Genetic Laboratories (Two-hour Lean Certification Workshop)**

- Adam Walter, CSSMBB, CLA, Director, Content & Evidence, Leica Biosystems, Buffalo Grove, IL

### Benefactor Session

**7:00 AM – 7:50 AM** Grand Hall D

**UPS BENEFACTOR SESSION: Smarter Specimen Logistics — Innovative Solutions Targeting Enhanced Customer Experience, Supply Chain Efficiencies, with a Look into the Future of Lab Logistics**

- Shannon DeMar, Senior Marketing Manager, Healthcare Strategy, UPS, Atlanta, GA

### Master Class Sessions

**8:00 AM – 8:50 AM** Grand Hall A

**Worker Empowerment: Why It Works, What Tools Your Lab Staff Needs, and How to Nurture Staff to Feel Empowered and Act with Confidence**

- Rita D'Angelo, CQE, SSBB, MS, Ph.D., President & Chief Executive Officer, D'Angelo Advantage, LLC, Gibraltar, MI
- Shailah Yazdani, Healthcare Consultant, D'Angelo Advantage, LLC, Philadelphia, PA

### Benefactor Sessions

**8:00 AM – 8:50 AM** Grand Hall C

**CAP BENEFACTOR SESSION: Root Cause Analysis — From Blame to Gain**

- Rich Becker, MEd, CQIA, Instructional Designer, College of American Pathologists, Northfield, IL
- Frank Schneider, M.D., FCAP, Associate Professor of Pathology and Laboratory Medicine, Emory University, Atlanta, GA

**8:00 AM – 8:50 AM** Grand Hall D

**SIEMENS BENEFACTOR SESSION: Roadmap to Digital Transformation**

- Jennifer Sanderson, US Marketing Manager, Informatics, Siemens Healthineers, Tarrytown, NY

### General Sessions

**9:00 AM – 10:30 AM** Centennial Ballroom I-II

**Laboratory Certification and Accreditation: New Developments, Most Common Deficiencies, and Making Your Lab 'Assessment Ready'**

**MODERATOR:**

- Nora Hess, MBA, MT(ASCP), Senior Consultant, Accumen, Sarasota, FL

**PANELISTS:**

- Anne Daley, MS, CMQ/OE(ASQ)CSSBB, MT(ASCP)DLM, Quality Officer, ARUP Laboratories, Salt Lake City, UT
- Denise Driscoll, MS, MT(ASCP)SBB, Senior Director, Laboratory Accreditation and Regulatory Affairs, College of American Pathologists, Northfield, IL
- Vicki Livingston, MT(ASCP), Laboratory Surveyor, Accreditation and Certification Operations, The Joint Commission, Oakbrook Terrace, IL
- Kathy Nucifora, MPH, MT(ASCP), Chief Operating Officer, COLA, Columbia, MD

10:30 AM – 10:45 AM

Morning Break

10:45 AM – 11:25 AM

Centennial Ballroom I-II

**10 Most Common Laboratory Accreditation Deficiencies: How to Solve and Prevent Recurrences; Measuring the Cost of Poor Quality Associated with Deficiencies**

- Lucia Berte, MA, MT(ASCP)SBB, DLM; CQA(ASQ)CMQ/OE, President, Laboratories Made Better!, Broomfield, CO

11:25 AM – 11:40 AM

Centennial Ballroom I-II

Lean Six Sigma Poster Awards

11:40 AM – 1:00 PM

Centennial Ballroom III

Lunch and Exhibition

### Breakout Sessions

1:10 PM – 2:00 PM

Grand Hall A

**Bringing Efficiency into Anatomic Pathology: Opportunities, Ideas, and Lessons Learned in Managing Costs, Boosting TAT and Quality, and Increasing Productivity**

- Michael Cohen, M.D., Professor of Pathology, Wake Forest School of Medicine, Winston-Salem, NC
- Rita D'Angelo, CQE, SSB, MS, Ph.D., President & Chief Executive Officer, D'Angelo Advantage, LLC, Gibraltar, MI

1:10 PM – 2:00 PM

Centennial Ballroom IV

**Eliminating Paper in Our Lab: Lessons from Our Successful Journey to Automate Everything Everywhere to Get Rid of Paper, Improve Productivity, and Reduce Errors**

- Jean Hammelev, BS, CT(ASCP) MBA/HCM, Vice President, Operational Excellence, Sonora Quest Laboratories/Laboratory Sciences of Arizona, Tempe, AZ

1:10 PM – 2:00 PM

Grand Hall C

**Standardizing and Harmonization of Three Laboratories in France Using Lean, Analytics, and Quality Management Systems**

- Jean-Philippe Galhaud, Director of Medical Affairs, LABEXA Group, France

1:10 PM – 2:00 PM

Grand Hall B

**Innovations in Use of Autoverification to Improve MedTech Productivity, Combined with Our Unique Method to Easily, Quickly, and Accurately Validate 100% of Autoverification Rules**

- Angela Martin, Manager, Laboratory Information System, Norton Healthcare, Louisville, KY

### Breakout Sessions

2:10 PM – 3:00 PM

Grand Hall B

**Anatomic Pathology Process Improvement Stories: From the Simple (Tissue Storage Process) to the Complex (Placental/Fetal Tissue Process)**

- Sumie Edwards, BS, MT(ASCP)CM, Quality Specialist II, Anatomic Pathology, ARUP Laboratories, Salt Lake City, UT

2:10 PM – 3:00 PM

Centennial Ballroom IV

**Incorporating Lean Methods in Hospital-Wide Patient Safety Initiatives: What Our Lab Team Is Learning About Effective Collaboration, Changing the Culture, and Sustaining Change**

- Lona Small, MT(ASCP), MBA, PMP, CPBPM, Quality Assurance Specialist, Johns Hopkins Pathology, Baltimore, MD

2:10 PM – 3:00 PM

Grand Hall A

**Influenza Testing: Lessons Learned in Collaborating with Physicians to Improve Utilization of Rapid Flu Tests to Meet the Goals of Better Patient Outcomes While Saving Patients Money**

- Jason Mayer, MSM, MT(ASCP), Director of Laboratory Services, Park Nicollet Health Services, Saint Louis Park, MN

2:10 PM – 3:00 PM

Grand Hall C

**How Supporting Full Autoverification with Lean and DMAIC Generates Big Cost Savings in Lab Labor, Faster TAT, and Fewer Errors**

- Keith J. LeBlanc, Administrative Laboratory Director, Rutland Regional Medical Center, Rutland, VT
- Bill Marquardt, C(ASCP), MBA, CLSSBB, Vice President, Laboratory Intelligence, McKesson Medical-Surgical, Ashland, PA

### General Session

3:15 PM – 3:30 PM

Centennial Ballroom I-II

**Distilling the Essential Lessons from the 13th Annual Lab Quality Confab**

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

**Post-Conference Workshop – Option 1**

Separate Registration Required

**Wednesday, October 16, 2019****1:00 PM – 5:00 PM** **Grand Hall D****Six Sigma Yellow Belt Training and Certification (12 hours instruction) – Part 1**

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

**Thursday, October 17, 2019****7:30 AM – 8:00 AM** **Grand Hall B****Continental Breakfast****8:00 AM – 5:00 PM** **Grand Hall D****Six Sigma Yellow Belt Training and Certification (12 hours instruction) – Part 2**

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

**Noon – 1:00 PM** **Grand Hall B****Networking Lunch****Post-Conference Workshop – Option 2**

Separate Registration Required

**Thursday, October 17, 2019****Laboratory Quality and Compliance Workshop: Mastering the Tools, Methods, and Secrets of QMS to Prevent Deficiencies, Boost Quality, and Become the Inspection-Ready Lab****7:30 AM – 8:00 AM** **Grand Hall B****Continental Breakfast****8:00 AM – 8:15 AM** **Grand Hall C****Welcome and Introductions**

- Nora Hess, MBA, MT(ASCP), Senior Consultant, Accumen, Sarasota, FL

**8:15 AM – 9:45 AM** **Grand Hall C****Common Laboratory Quality and Regulatory Requirements, Issues, and How to Share the Burden Within a Health System**

- Nora Hess, MBA, MT(ASCP), Senior Consultant, Accumen, Sarasota, FL

**9:45 AM – 10:00 AM****Morning Break****10:00 AM – 11:00 AM** **Grand Hall C****Quality Indicators: What's Required and How to Handle Outliers**

- Anne Daley, MS, CMQ/OE(ASQ)CSSBB, MT(ASCP)DLM, Quality Officer, ARUP Laboratories, Salt Lake City, UT

**11:00 AM – Noon** **Grand Hall C****Why Your Documents Can Make or Break Your QMS and What You Can Do About It**

- Lucia Berte, MA, MT(ASCP)SBB, DLM; CQA(ASQ)CMQ/OE, President, Laboratories Made Better!, Broomfield, CO

**Noon – 1:00 PM** **Grand Hall B****Networking Lunch****1:00 PM – 2:00 PM** **Grand Hall C****Nonconformance Management — Responding to a Major Nonconformance, Determining the True Root Cause, and Ensuring Corrective Actions Are Sustained**

- Anne Daley, MS, CMQ/OE(ASQ)CSSBB, MT(ASCP)DLM, Quality Officer, ARUP Laboratories, Salt Lake City, UT

**2:00 PM – 3:00 PM** **Grand Hall C****QMS – Getting Started and Kicking It Up a Notch: From Chaos to Basics to Fine-Tuning Your QMS**

- Lucia Berte, MA, MT(ASCP)SBB, DLM; CQA(ASQ)CMQ/OE, President, Laboratories Made Better!, Broomfield, CO

**3:00 PM – 3:30 PM** **Grand Hall C****Discussion and Wrap-up**

- Lucia Berte, MA, MT(ASCP)SBB, DLM; CQA(ASQ)CMQ/OE, President, Laboratories Made Better!, Broomfield, CO



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