

Wednesday, September 19

Master Classes

- 01 Everything You Need to Know About Developing, Planning, and Implementing the Winning Six Sigma Project
Jim Pastore, Senior Consultant, Ortho-Clinical Diagnostics, Raritan, NJ
- 02 Reengineering Work Flow: Innovative Ways to Mix Quality Tools and Methods
Maricel Roberts, Director, Health Care Solutions, Dade Behring, Inc., Deerfield, IL
- 03 Global Overview: Lessons on Combining Lean/Six Sigma with Lab Automation
Akira Igarashi, Manager, A&T Corporation, Irvine, CA
- 04 Benchmarking the Best: Comparing the Performance of the Nation's First Lean Laboratories
Thomas Joseph, Management Insight, Ann Arbor, MI
- 05 Achieving Accelerated Results When Deploying Quality Management Methodologies and Tools
Anne Daley, Senior Managing Consultant; and Claudine Panick, Senior Managing Consultant, Roche Diagnostics, Indianapolis, IN
- 06 Applying Lean Methods to the Architectural Design of Clinical Laboratory Facilities
Vassilios I. Nicolaou, Vice President, Laboratory Architect, and Jeffrey R. Johnson, Senior Associate/Laboratory Designer, Karlsberger Laboratory & Technology Group, Birmingham, AL
- 07 Establishing Six Sigma Across Multiple Lab Locations: Steps to Successful Implementation
Jack Merritt, Managing Master Black Belt, Six Sigma, Quest Diagnostics Incorporated, Lyndhurst, NJ

General Sessions

- 08 Diagnostic Medicine Rolls Into the Quality Management Era: Why Growing Numbers of Labs and Hospitals Enthusiastically Embrace Lean and Six Sigma
Robert L. Michel, Editor-in-Chief, THE DARK REPORT, Spicewood, TX
- 09 Achieving Accelerated Gains by Blending Lean with Six Sigma in Overlooked Ways
Sheila R. Poling, Managing Partner, Pinnacle Partners, Inc., Knoxville, TN; Mark Nash, Managing Director, Argent Global Services, Oklahoma City, OK
- 10 Case Study: Alverno Clinical Laboratories, LLC, Hammond, IN (Deploying Lean across 18 hospital laboratories to achieve standard work practices and full integration of laboratory services)
Sam C. Terese, Chief Operating Officer
- 11 Case Study: PAML, Inc., Spokane, WA (Using quality management tools and middleware across the customer service functions that touch the physician and patient)
Rosalee Allan, Chief Operations Officer
- 12 Panel: Secrets of Selling Hospital Administrators on the Benefits of a Lean and Six Sigma Program in Your Laboratory
Moderator: Robert L. Michel; Panel: Sam C. Terese, Rosalee Allan, Leo Serrano

Breakout Sessions

- 13 Planning The Lean Effort Before Investing in Automation and New Facilities
John F. Chapman, Dr.P.H., Professor, Pathology and Laboratory Medicine, Director, Core Laboratory, Clinical Chemistry, and POCT, UNC Health System, Chapel Hill, NC
- 14 Using Customer and Staff Surveys to Drive Change in Tandem with Lean and Six Sigma
Jean Hammelev, Executive Director of Quality, Sonora Quest Laboratories, Tempe, AZ
- 15 Using Real-Time Measurements to Drive Continuous Improvement in Service
James A. Santucci, Vice President, Hospital Operations, Dynacare Laboratories, Seattle, WA

- 16 Lessons Learned in Moving "Best Practices" Across 15 Hospitals
Nancy Riebling, Director of Operational Performance Solutions, North Shore Long Island Jewish Health System, New Hyde Park, NY
- 17 Putting the Patient First—If Toyota Ran Your Hospital
Leo Serrano, Director of Laboratory Services, Avera McKennan Hospital and University Health Center, Sioux Falls, SD
- 18 Zeroing in on Six Sigma Performance in Courier and Logistics
Sky Soom, Enterprise Logistics Manager, PAML, Inc., Spokane, WA
- 19 Letting Loose with Lean in Pre-Analytical and Analytical Work Flow
Sharon Harris M.S., M.T., Laboratory Director, Harris Methodist HEB Hospital, Bedford, TX
- 20 Achieving Zero Adverse Events with a Project Targeting Patient ID and Irradiated Blood Products
Priscilla Cherry, President, Laboratory Services, Fairview Health System, Minneapolis, MN
- 21 Applying Lean to the Lab's Sales and Marketing Program
Heather Dahmen, Quality Project Manager, MedTox Scientific Inc., St. Paul, MN
- 22 Rapid Process Improvement at Mayo Medical Laboratories
Dino Kasdagly, Chief Operations Officer, Mayo Medical Laboratories, Rochester, MN
- 23 Using Lean to Boost Productivity in Automated Hematology
Gayle Culbertson, Executive Director of Laboratory Services, Iowa Health, Des Moines, IA
- 24 Kaizen Events as a Positive Change Process for Improving Clinical and Operational Performance Between the Emergency Department and the Laboratory
Ian Nygren, R.N., M.S.N., Director, Emergency Services; and Kim N. Gibson, Laboratory Director, Mobile Infirmiry Medical Center, Mobile, AL

Thursday, September 20

Master Classes

- 25 "KISS" Your Lab's Real-Time Metrics: Proven Ways to Keep It Simple
Richard A. Ouellette, President & CEO, Management Decision Systems, Inc., Holden, MA
- 26 Using Quality Management Methods to Unlock More Value Upstream of Accessioning
Patrick Maul, Principal Consultant, BD Diagnostics Healthcare Consulting, Franklin Lakes, NJ
- 27 High-Performance Hematology Using Lean and Six Sigma
Allen A. Wozniak, Sr., Senior Laboratory Solutions Consultant, Sysmex Corporation, Mundelein, IL
- 28 Getting the Most from Lean at Your Lab: Best Lessons Learned from 25+ Labs
Anne Messing, Director of Marketing Services, Americas; and Doyle Carney, Executive Consultant, Siemens Medical Solutions Diagnostics, Tarrytown, NY
- 29 Dealing with People and Organizational Issues when Implementing Lean and Six Sigma
Ann Eason, National Pathology Manager, National Health Trust, Leicester, England
- 30 Using DMAIC Approach to Integrating Lab Automation and Middleware
Leon Vaitaitis, Manager, Automation Services, Beckman Coulter, Yorba Linda, CA

General Sessions

- 31 General Electric's Quality Improvement Journey and How it Intersects with Healthcare and In Vitro Diagnostics
Kara Gelb, Clinical & Operational Consulting Practice Principal, GE Healthcare Performance Solutions, Fairfield, CT

- 32 Why the Drive to Improve in Healthcare: Forces, Factors, and Opportunities
Barton Gill, Managing Principal/Senior Director, Consulting Solutions, Premier, Inc., Charlotte, NC
- 33 Case Study: Henry Ford Health System, Detroit, MI (Transforming surgical pathology to a quality culture with the Henry Ford Production System)
Richard J. Zarbo, M.D., Senior Vice President for Pathology and Laboratory
- 34 Global Convergence in Laboratory Operations: Quality Management Systems Transform Accreditation Requirements
Lucia Berte, Principal, Laboratories Made Better! PC, Broomfield, CO
- 35 Extracting the Important Lessons from the First Annual Lab Quality Confab
Robert Michel, Editor-in-Chief, THE DARK REPORT, Spicewood, TX

Breakout Sessions

- 36 Pairing Lean with Informatics to Take Customer Service Management to the Next Level
Cindy Nethercutt, Regional Sales Manager, PAML, Inc., Spokane
- 37 Refining Work Flow in Routine Histopathology
Jane Crosby, Laboratory Service Director, Susan Finley, Technical Leader Anatomic Pathology, Providence Health Care, Vancouver, BC
- 38 Creating a Quality Management Culture at Carilion Labs
Modena Henderson, Vice President, Laboratory; and Sue Campbell, Director, Project Management, Carilion Labs, Roanoke, VA
- 39 Using Five-Day Rapid Improvement Events to Harvest Gains in Laboratory Outreach
Pamela Melcher, Quality Coordinator, St. John Health, Grosse Pointe Woods, MI
- 40 Harnessing Lean to Plan & Implement Regional Consolidation of Four Hospital Laboratories
Ann Sargent, Administrative Director, Dept. of Pathology, St. Luke's Health System, Boise, ID
- 41 How Pairing Six Sigma with Middleware to Automate Phlebotomy Led to Reduced Patient ID Errors, Increased Phlebotomist Productivity, and Faster Test TAT
Jamie Boone, Assistant Laboratory Director, Jackson Madison Medical Center, Jackson, TN
- 42 Pre-Analytical Project to Overcome Automation's Shortcomings
Stephen Manzella, Director of Services, York Hospital, York, PA
- 43 Creating and Sustaining the Lean Culture Throughout the Organization
Cindy Mand, Director, Lean Enterprise, BloodCenter of Wisconsin, Milwaukee, WI

Tuesday, September 18, Pre-Event Seminars

- S1-A Leveraging Lean/Six Sigma Methods When Expanding Laboratory and Molecular Services
Trent Ritzenthaler, Director of Healthcare Solutions, Roche Diagnostics, Indianapolis, IN
Anne Daley, Senior Managing Consultant, Roche Diagnostics, Indianapolis, IN
- S2-A Proven "Best Practices" in Lean: Putting the Secrets of the Pros to Work in Your Clinical Lab Workflow
Mark Nash, Managing Director, Argent Global Services, Oklahoma City, OK

Friday, September 21, Post-Event Workshops

- W1-A Our Lean Boot Camp on Achieving Mastery with Concepts, Implementation, and Outcomes
M. Susan Stegall, Managing Partner, Sprick Stegall and Associates, LLC, Charlotte, NC
Leslie Sprick, Managing Partner, Sprick Stegall and Associates, LLC, Charlotte, NC
- W2-A Change and Transformation: Prepare & Lead Your Organization on a Successful Quality Journey
Susan South, Six Sigma Black Belt, Ortho-Clinical Diagnostics, Raritan, NJ; Leo Serrano, Director of Laboratory Services, Avera McKennan Hospital and University Health Center, Sioux Falls, SD

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