

Tuesday, November 15, 2011

Concurrent Master Classes

- 01 Intersection of Lean and Process Improvement with the Lab Information System
Megan Schmidt, Product Manager, Sunquest Information Systems, Tucson, AZ
Patrick J. O'Sullivan MS, MT(ASCP)SBB, Laboratory Director, Florida Hospital Orlando, Orlando, FL
- 02 Easy Ways to Fix Microbiology's Five Biggest Problems
Anne Beall BS, MT, Corporate Accounts, Solutions Consultant, bioMérieux, Raleigh, NC
- 03 Innovative Approaches to Boost Cytology Lab Throughput and Get the Most from the Same Tube
Maryann Kirschner, Corporate Director Pathology and Laboratory Operations, Abington Health System, Abington, PA
- 04 Overcoming the 5 Major Roadblocks That Prevent Continual Improvement in Your Lab
Anne T. Daley MS, CMQOE, CSSBB, CLC, MT, Senior Consultant, Chi Solutions, Inc., Mesa, AZ
- 05 Pull vs. Push: Managing Batch Size to Optimize Productivity and Quality in Your Lab
Steve Stone, Managing Director, Argent Global Services, Oklahoma City, OK
- 06 An Assessor's Perspective: The Best and Worst Lessons Learned from Labs Implementing ISO 15189
William Greg Cooper, CLS, MHA, CQA, Principle, W Gregory Cooper LLC, Denton, TX

General Sessions

- 07 Quality Management's Evolution from an Operations Tool to Boosting Analytical Integrity in Laboratory Testing
Robert L. Michel, Editor-In-Chief, THE DARK REPORT, Spicewood, TX
- 08 How Quality, Continuous Improvement, and Customer Service Built the "Lexus" of Laboratories
Rogério Rabelo, Executive Director, Fleury Group, São Paulo, Brazil
- 09 Sustaining Lean in Pathology and Laboratory Medicine Across the Health System: Lessons from Year 6 of The Henry Ford Production System
Richard Zarbo, MD, DMD, Senior Vice President and Chair, Pathology and Laboratory Medicine, Henry Ford Health System, Detroit, MI
- 10 How We Use ISO 15189 Accreditation to Differentiate Our Lab in the Market
Phil Pawlowski, Area Vice President, Quality Assurance, Southeast Division, Laboratory Corporation of America, Tampa, FL

Breakout Sessions

- 11 Attacking Pre-Analytical's Three Biggest Sources of Error: Hemolyzed Specimens, Contaminated Blood Cultures, and Specimen/Patient Misidentification
Dennis Ernst, Executive Director, Center for Phlebotomy Education, Corydon, IN; **Patrick Maul**, Consultant, BD Diagnostics Healthcare Consulting, Franklin Lakes, NJ
- 12 Creating the Integrated Clinical Laboratory to Add Value to ACOs and Medical Homes
Jennifer Rhamy, Executive Director, Lab Accreditation Program, The Joint Commission, Oakbrook Terrace, IL
- 13 Achieving Inspection Preparedness in the ISO 15189 Accredited Laboratory
Cheryl Wildermuth, Lab Quality Management Manager, Avera McKennan Hospital & University Health Center, Sioux Falls, SD
- 14 Essentials of a Quality Management System and How to Use It to Improve Your Laboratory
Luci Berte, President, Laboratories Made Better! P.C., Broomfield, CO
- 15 Point-of-Care Testing at Nursing Stations: How QMS Improves the Operators' QA/QC
Brendon Sato, MLS (ASCP), Supervisor, Laboratory Operations/POC Testing, Avera McKennan Hospital &

University Health Center, Sioux Falls, SD

- 16 How We Reduced Hemolyzed Specimens Throughout Our Hospital and What We Do to Sustain Those Gains
Charlene Harris, System Director, Laboratory Services, Sarasota Memorial Health Care System, Sarasota, FL; **Dana J. Rickard**, Pre-Analytical Manager, Laboratory Services, Sarasota Memorial Health Care System, Sarasota, FL; **Charlotte Damato**, Six Sigma/Lean Quality Coach, Sarasota Memorial Health Care System, Sarasota, FL
- 17 Using Process Redesign to Achieve Better Quality with Point-of-Care Testing and the Electronic Medical Record
James H. Nichols, Medical Director, Baystate Health, Springfield, MA
- 18 Lean Culture of Empowered Workforce: How the Lab as Supplier Can Help its Customers to Sustain Continuous Improvement
Rita F. D'Angelo, Manager, Quality Systems Division, Henry Ford Health System, Detroit, MI
- 19 Powerful Ways to Use the Internal Audit to Deliver High Value
Terri Molloy, OLA Staff Technologist, Quality Management Program, Laboratory Services, IQMH, Toronto, Ontario
- 20 Using Automation to Manage High Volume Growth While Keeping Service Levels High
Ibrahim A. Hashim, M.Sc., Ph.D., Director, Clinical Chemistry, UT Southwestern Medical Center, Dallas, TX

General Sessions

- 21 How the Quality of Lab Testing Services Advances Integration of Patient Care
Richard Zarbo, MD, DMD, Senior Vice President and Chair, Pathology and Laboratory Medicine, Henry Ford Health System, Detroit, MI; **Leo Serrano FACHE DLM(ASCP)**, Director of Laboratory Services, Avera McKennan Hospital & University Health Center, Sioux Falls, SD; **Rogério Rabelo**, Executive Director, Fleury Group, São Paulo, Brazil

Wednesday, November 16, 2011

Concurrent Master Classes

- 22 How a Mid-Volume Hospital Lab Uses Automation to Improve TAT and Quality
Rafael Millare, Laboratory and Pathology Services Administrative Director, Providence Saint Joseph's, Burbank, CA
- 23 Do's and Don'ts of Validating a Laboratory-Developed Test (LDT) to Meet Regulatory Requirements
Deirdre A. Astin, Health Policy Analyst, Albany, NY
- 24 Six Months Later: Measuring Success AFTER Your Lean/Six Sigma Work Flow Redesign to Achieve Further Gains
Allen A. Wozniak, Sr., Senior Laboratory Solutions Consultant, Sysmex Corporation of America, Houston, TX
- 25 Right Your Lab for Automation
Diane Hoover BSMT, MBA, Workflow Consultant, ASQ Certified Lean Six Sigma Black Belt, Abbott Laboratories, Harrisburg, PA
- 26 How to Conduct Highly Effective Kaizen Events in Your Lab and Hospital
Leslie Sprick, Managing Partner, Sprick, Stegall & Associates, Charlotte, NC
- 27 Streamlining Every Lab's Financial Workflow: Proven Ways to Improve the Accuracy and Effectiveness of Lab Billing and Collections
Doug Wussow, Vice President of Financial Services, Rhodes Group, Inc., Vernon, CT
- 28 Using Root Cause Analysis and Internal Audits to Optimize Your Lab's Accreditation Outcomes
Caroline Maurer, CAP 15189 Director, College of American Pathologists, Northfield, IL; **David Wolfe**, CAP 15189 Lead Assessor, College of American Pathologists, Northfield, IL

General Sessions

- 29 Understanding How Laboratory Accreditation and Licensure Intersects with the Essentials of Quality Management Systems
Judy Yost MA, MT (ASCP), Director, Division of Laboratory Services, Centers for Medicare and Medicaid Services, Baltimore, MD
- 30 Great Debate: Should Labs Complement CMS and CLIA Requirements with a Quality Management System (QMS)?
Luci Berte, President, Laboratories Made Better! P.C., Broomfield, CO; **James H. Nichols**, Medical Director, Baystate Health, Springfield, MA; **Elissa Passiment**, Executive Vice-President, ASCLS, Washington, DC
Leo Serrano FACHE DLM(ASCP), Director of Laboratory Services, Avera McKennan Hospital & University Health Center, Sioux Falls, SD; **Christine D. Flaherty**, Regional Laboratory Director, Sutter Health, Sacramento, CA
- 31 CLIA, CAP, Lean Six Sigma, and ISO: Merging to Improve Patient Satisfaction
Leo Serrano FACHE DLM(ASCP), Director of Laboratory Services, Avera McKennan Hospital & University Health Center, Sioux Falls, SD

Breakout Sessions

- 32 Patient-Centered Process Improvement: Useful Ways to Engage Pathologists, Technologists and Lab Staff to Achieve Stretch Goals
Vince D'Mello, Administrative Director, Laboratory Medicine, Grand River Hospital and St. Mary's General Hospital, Kitchener, Ontario, Canada
- 33 To CAPA or Not to CAPA: Focusing on Error Prevention to Improve Quality and Reduce Cost
Hannah Poczter, MPH (DLM), Asst. Vice President Laboratory Services; Asst. Professor, Department of Pathology and Lab Medicine, Hofstra North Shore Long Island Jewish Health System, Lake Success, NY
Cari Gusman, Director, Lab Quality Management, North Shore Long Island Jewish Health System Laboratories, Lake Success, NY
- 34 Using the LIS and Workflow Redesign to Improve Overall Specimen Management in the Lab
Pawan Singh, Product Manager, Sunquest Information Systems, Tucson, AZ
- 35 Effective Ways to Reduce Blood Culture Contamination Rates and Sustain the Gains
Allen Stanton, Laboratory Director, Baylor Regional Medical Center, Plano, TX
- 36 Pennsylvania's Multi-Hospital Initiative to Reduce Mislabeled Specimens: How Different Labs Successfully Shared Best Practices
Barbara Booth, Lab Service Improvement Coordinator, Geisinger Wyoming Valley Medical Center Laboratory, Wilkes-Barre, PA
- 37 Boosting Patient Satisfaction Scores By Using Lean to Improve In-Patient Phlebotomy
Jeffrey Seiple, Administrative Director of Laboratory Services, Holy Spirit Health System, Camp Hill, PA
- 38 Taming the Urine Culture Beast: How We Virtually Eliminated Second Reads While Dramatically Reducing Average Turnaround Time
Elaine M. Hinds MS, MT (ASCP), CLS, (NCA), Microbiology Manager, Sunrise Medical Laboratories, Hicksville, NY

General Sessions

- 39 Distilling the Essential Lessons from the Fifth Annual Lab Quality Confab
Robert L. Michel, Editor-In-Chief, THE DARK REPORT, Spicewood, TX

November 17, 2011 – Post Conference Workshop

Lean Boot Camp on Achieving Mastery with Concepts, Implementation, and Outcomes
Patrick Maul, Consultant, BD Diagnostics Healthcare Consulting, Franklin Lakes, NJ

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