

### Wednesday, September 24

#### Master Classes

- 01 **Establishing the Right Baseline Metrics Before Starting a Lean Six Sigma Project**  
*Patrick Maul, Principal Consultant, BD Diagnostics Healthcare Consulting, Franklin Lakes, NJ*
- 02 **Big Bang Makeover of the Clinical Laboratory: Key Lessons for Work Flow, Analyzers, and Service Improvements**  
*Patricia Macholan, MMBB, Six Sigma Managing Black Belt Laboratory Operations, Quest Diagnostics Incorporated, Grand Rapids, MI*
- 03 **Why You Can't Get Accurate Real Time Data from Your LIS—and How to Fix That Problem!**  
*Richard A. Ouellette, FACHE, President & CEO, Decision Systems, Inc., Holden, MA*
- 04 **So You Think You Want to Be a Black Belt? Here's the Real Scoop on What You Should Know!**  
*Norka Saldaña, Ph.D., Senior Consultant, Master Black Belt, Ortho-Clinical Diagnostics, ValueMetric Services, Raritan, NJ*
- 05 **Showcase of Excellence: Building Winning Interdisciplinary Lean Teams**  
*Trent Ritzenthaler, President & Managing Director, and, Anne Daley MS, CMQOE, MT, DLM, CLC, Senior Managing Consultant, Ascendium Consulting, Indianapolis, IN*
- 06 **Using the DMAIC Process to Direct the Sequencing of Lean Six Sigma Tools for Successful Project Outcomes**  
*James Ellis, BS, MS, MBA, MBB, Director, U.S. Sales, Strategic Accounts, Master Black Belt, Ortho-Clinical Diagnostics, Raritan, NJ*
- 07 **Kaizen Burst Events: Essential Steps to Achieve Powerful and Speedy Results**  
*Coleen M. Bentley, Vice President, Global Lean Six Sigma Champion, Beckman Coulter Inc., Brea, CA*
- 08 **Value Stream Mapping Excellence: Starting the First Step of Any Lean Six Sigma Project on the Right Foot**  
*Christine C. Brown, Consulting Skills Development Manager, Master Black Belt, and Amy Pichora, Workflow Consultant, Six Sigma Black Belt, Abbott Diagnostics, Abbott Park, IL*

#### General Sessions

- 09 **Gaining Competitive Advantage with Lean and Six Sigma: How Labs are Transforming Clinical and Operational Services**  
*Robert L. Michel, Editor-in-Chief, THE DARK REPORT, Spicewood, TX*
- 10 **UPMC Creates "Smart Hospital Room" Informed by Toyota's Production System**  
*Lucy Thompson, R.N., MN CCRN, Improvement Specialist, UPMC Center For Quality Improvement and Innovation, Pittsburgh, PA*
- 11 **Case Study: Using Lean and Six Sigma to Advance Integrated Care in the Hospital**  
*Tom M. Pettersson, Ph.D., Head of Development, Capio Diagnostics/Unilabs, Stockholm, Sweden*
- 12 **Winning Florida's Sterling Award for Quality: Quest Diagnostics Miami Division's Pursuit of Excellence**  
*Douglas B. Lang, Managing Master Black Belt; and Tonya Pate, Six Sigma Master Black Belt, Florida Business Unit, Quest Diagnostics Incorporated, Miami, FL*

#### Concurrent Breakout Sessions

- 13 **Powerful Ways to Apply Lean and Automation in Histology**  
*Leo Serrano FACHE, CLSUP (NCA), Director of Laboratory Services, Avera McKennan Hospital and University Health Center, Sioux Falls, SD*
- 14 **Transforming Turnaround Times for Early Morning Testing Across Multiple Hospitals**  
*Joyce Hain, Laboratory Administrative Director, Banner Thunderbird Medical Center, Glendale, AZ; Cindy Gruben, Administrative Laboratory Director, Banner Desert Medical Center, Mesa, AZ*
- 15 **Kaizen Event Project Transforms Lab Outreach Intake and Accessioning**  
*Tom Hassett, Corporate Vice President, Carolinas Healthcare System, Charlotte, NC*

- 16 **Organize Yourself & Organize Your Office! Using Lean in Your Personal Workspace**  
*Caroline Ambrose MT (ASCP), CQM, CSSBB, Managing Consultant, Ascendium Consulting, Indianapolis, IN*
- 17 **Potent Lessons in Sustaining Lean in the Clinical Laboratory**  
*Vince D'Amelio, Administrative Director, Pathology and Laboratory Medicine, Mount Sinai Hospital, Toronto, ON, Canada*
- 18 **Using Small Batch/Single Piece Work Flow in Lab Billing and Collections at PAML**  
*Mark LaVoie, Director of Billing Operations, Pathology Associates Medical Laboratories, Spokane, WA*
- 19 **Transforming Emergency Department Services into Patient-Centered, Integrated Care with Lean Six Sigma Projects**  
*Oscar A. Marcilla, M.D., Director Emergency Medicine; Christine Genovesi, R.N., Nurse Manager Emergency Department, Nyack Hospital, Nyack, NY*
- 20 **Using a Cross-Disciplinary Team to Reduce Transfusion Medicine Errors**  
*Leanne Deptula, Manager of Transfusion Service, Blood Center of Wisconsin, Milwaukee, WI*
- 21 **Improving Patient Safety and Health Outcomes by Using Process Improvement and RFID from Sample Collection in Surgery to Histology**  
*Schuyler Sanderson, M.D., Pathologist, Mayo Clinic, Rochester, MN*
- 22 **Using Automation, Middleware, and Digital Imaging to Transform Hematology Workflow and Outcomes**  
*Laurie Emanuel, Automation Supervisor, University of Texas Medical Branch, Galveston, TX*
- 23 **Second-Generation Lean Six Sigma Makeover of Accessioning and the High Volume Core Laboratory**  
*Michael Overa, Director of Laboratories Services, Atlantic Health System, Summit, NJ*
- 24 **Combining Lean Methods with Activity-Based Costing to Target Major Gains**  
*David Ricketts Csci, FIBMS, MIOD, Laboratory Manager, Clinical Biochemistry, North Middlesex University Hospital NHS Trust, London, England*

#### General Sessions (cont.)

- 25 **Panel: Lab Industry's Lean Pioneers Predict How Quality Management Will Reshape the Clinical Laboratory Industry**  
*Robert L. Michel, Moderator; James Ellis, Leo Serrano, Chris Christopher, Rick Panning*

### Thursday, September 25

#### Master Classes

- 26 **Conducting Kaizen Weeks, from Attack Plan to Maximizing Outcomes and Avoiding Pitfalls**  
*Steve Stone, Managing Director, Argent Global Services, Oklahoma City, OK*
- 27 **Creating a Proactive Management Culture Centered on Patient Care Across Multiple Hospitals and Labs**  
*Trevor English, MAppSc, MBA, General Manager, Hospital Support and Laboratories, Canterbury District Health Board, Christchurch, New Zealand*
- 28 **Striking the Balance Between Lean and Automation Solutions To Maximize Gains and Productivity**  
*Allen A. Wozniak, Sr., Senior Laboratory Solutions Consultant, Sysmex America, Mundelein, IL*
- 29 **Engaging Employees to Embrace Lean and Energizing their Creativity**  
*Mark Graban, Senior Lean Consultant, Ortho-Clinical Diagnostics, ValueMetric Services, Raritan, NJ*
- 30 **Leadership to Make Lean Happen in Hospitals, Labs, and Pathology Groups**  
*Richard J. Zarbo, M.D., Senior Vice-President and Chair, Pathology and Laboratory Medicine, Henry Ford Health System, Detroit, MI*
- 31 **Secrets of Engaging Staff to Create and Sustain Use of Standard Work Flow in the Lab**  
*Leslie Sprick, Managing Partner, Sprick, Stegall & Associates LLC, Charlotte, NC*

- 32 **Lab Space Planning and Facilities: How to Apply Lean to Your Lab Before You Call the Architect and Contractor**  
*Wayne Mercer, Ph.D., Senior Consultant, Chi Solutions, Inc., Ann Arbor, MI*
- 33 **How to Combine Lab Automation Solutions with the Best Rapid Process Improvement Tools**  
*Chris Christopher, Vice President Global Customer Solutions, Siemens Medical Solutions Diagnostics, Terrytown, NY*

#### General Sessions

- 34 **Ontario's Experience with Mandating ISO:15189 Accreditation: Valuable Lessons Learned**  
*Ruth Jaeger MLT, ART, General Manager, Eastern Ontario Regional Laboratory Association, Ottawa, ON, Canada*
- 35 **Piedmont Medical Laboratory's Path to ISO:15189 Accreditation**  
*Benita Haines, Quality Management, Compliance & Education Coordinator, Piedmont Medical Laboratory, Winchester, VA*
- 36 **The Future is Now: Global Application of CLSI and ISO:15189 Quality Management Systems**  
*Glen Fine, Executive Vice President, Clinical & Laboratory Standards Institute (CLSI), Wayne, PA*
- 37 **FMEA and FTA Analysis: Why It's Coming to Your Hospital and Your Laboratory**  
*Tina Krenc, Director, Diagnostics R&D Phase System, Abbott Diagnostics, Abbott Park, IL*

#### Concurrent Breakout Sessions

- 38 **Quality Systems and their Relationship to Proficiency Testing**  
*Michael Noble, M.D., Professor, Chair, Clinical Microbiology Proficiency Testing (CMPT), Program Office for Lab Quality Management, University of British Columbia, Vancouver, BC, Canada*
- 39 **Lean in Lab Design: Going from Department Boxes to Open Lab Work Flows**  
*Peter Marone MBA, MT (ASCP), Director, Laboratory Services, Yale New Haven Hospital, New Haven, CT; Vassilios I. Nicolau AIA, NCARB, Vice President, Laboratory Architect, Karlsberger Laboratory & Technology Group, Birmingham, AL*
- 40 **Using Small Improvement Projects to Generate Big Gains at ARUP**  
*Bonnie Messinger, CPHQ, Quality Manager, and Patrick Fasse, Industrial Engineer, ARUP Laboratories, Salt Lake City, UT*
- 41 **Putting the Power of Lean to Work in Blood Donor Collections at the Red Cross**  
*Rick Panning, Vice President, Laboratory Services, Allina Hospitals and Clinics, Shoreview, MN*
- 42 **Multi-Hospital Regional Public Hospital Laboratory Network Uses Lean Six Sigma to Create Substantial Gains**  
*Ken Worth, Laboratory Manager, PaLMS Pathology, St. Leonards, NSW, Australia*
- 43 **Putting Automation into the Post-Lean Histology Laboratory**  
*Susan Finley, Technical Leader, Anatomic Pathology, Providence Health Care, St. Paul's Hospital, Vancouver, BC, Canada*
- 44 **Why Automation Bollixed Efficient Workflow in Microbiology and How Lean Fixed It**  
*Scott Henwick, M.D., Clinical Director, Microbiology, BC Biomedical Laboratories, Surrey, BC, Canada*

#### General Sessions (cont.)

- 45 **Extracting the Important Lessons from the Second Annual Lab Quality Confab**  
*Robert Michel, Editor-in-Chief, THE DARK REPORT, Spicewood, TX*

#### Post-Event Seminars

- 46 **Our Lean Boot Camp on Achieving Mastery with Concepts, Implementation, and Outcomes**  
*Caroline Ambrose, Managing Consultant, Claudine Panick, Managing Consultant, Ascendium Consulting, Indianapolis, IN*
- 47 **Attacking Pre-Analytical with all the Lean Six Sigma Methods**  
*Leslie Sprick, Managing Partner, Sprick Stegall and Associates, LLC, Charlotte, NC*

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