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## TUESDAY, OCTOBER 1, 2013

### MASTER CLASS SESSIONS

**Moving Outside the Lab: Improved Productivity and Safety for Specimen Collection While Achieving Tighter Integration between Your LIS and HIS**

*Jonathon Northover, Product Manager, Sunquest Information Systems, Tucson, Arizona*

**Generate Major Cost Savings by Engaging Your Lab and Its Vendors to Achieve Best Practices in Project Management**

*Jane Kopley, Lab Automation Installation Specialist, Ortho Clinical Diagnostics, Raritan*

**Understanding and Using Six Sigma's Most Powerful Tools (2 hour session)**

*Maureen Harte, President, Lean Six Sigma Master Black Belt, HartePro Consulting, Midvale, Utah*

**Quality Control Based on Risk Management and Its Role in Quality Management Systems for Laboratory Accreditation**

*Glen Fine, Chief Executive Officer, Clinical & Laboratory Standards Institute (CLSI), Wayne, Pennsylvania*

**Managing Change in Microbiology: Leading Your Team to Cut Costs, Consolidate Testing and Implement Automation**

*Anne Beall, Manager of Workflow Optimization Team, bioMerieux, Raleigh, North Carolina*

**Turbo Charging Your Core Lab: When to Automate Work Cells... When to Lean... When to Do Both**

*Stephen Stone, Managing Director, Argent Global Services, Oklahoma City, Oklahoma*

### GENERAL SESSIONS

**Preparing for the Lab Industry's Next Big Challenge: How to Achieve Major Cost Reductions in Lab Operations while Boosting Quality**

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

**Reality Check on the True Cost of Recurring Bad Quality in Your Lab: How to Find It. How to Fix It. How to Sustain the Cost Savings**

*Lucia M. Berte, MA, MT(ASCP), SBB, DLM, President, Laboratories Made Better! P.C., Broomfield, Colorado*

**Achieving Six Sigma Performance in Our Automated Lab: Lessons Learned from Our Multi-Year Journey**

*Charles D. Hawker, Ph.D., MBA, FACB, Scientific Director, Automation & Special Projects, ARUP Laboratories, Salt Lake City, Utah*

**Elevating the Analytical Integrity of Your Lab's Test Results: Why Your QA/QC May Be Sub-optimal and How to Find and Fix those Problems**

*James O. Westgard, Ph.D., FACB, Professor Emeritus, University of Wisconsin, President, Westgard QC, Madison, Wisconsin*

### BREAKOUT SESSIONS

**Tackling Phlebotomy's Toughest Challenges: How Mayo Clinic Balanced Phlebotomy Workload and Reduced Patient Wait Times**

*Mohammad Mustapha, Systems Engineer, Mayo Clinic, Rochester, Minnesota*

**Our Lab's Lean Journey: Lessons from New Automation, CAP 15189 Accreditation and More**

*Mary Ann Burich-Boccia, MBA MT(ASCP) SBB, Administrative Director Department of Pathology and Laboratory Medicine and Chief Compliance Officer, Mercy Medical Center, Canton, Ohio*

**Histology Workflow Redesign to Address Increasing Specimen Volume and Staffing Requirements in a Reimbursement Challenged Environment**

*Carlene Keane-Phipps, Senior Director of Laboratory Operations, CBLPath, Rye Brook, New York*

**Rethinking Traditional Lab QA/QC: Understanding Weaknesses in Existing Requirements and Mastering Useful Methods and Metrics to Raise Your Lab's Analytical Accuracy**

*Sten Westgard, BA, MS, Director, Client Services and Technology, Westgard QC, James Westgard, Ph.D., FACB, President, Westgard QC, Madison, WI*

**Promised Turnaround Time as a Key Performance Indicator: All the Secrets and Successes**

*Stephanie Moravec, Quality and Continuous Improvement Analyst, BloodCenter of Wisconsin, Inc., Milwaukee, Wisconsin*

**Baylor's Hematology Double Play: How Revised Automated Flags Cut Differential Volume by 40% and Leveraging Lean and Automation to Boost Core Lab Service and Staff Productivity**

*Ernest Franklin, M.D., VP Surgical and Ancillary Services, Baylor Health Care System, Dallas, Texas*

**Innovation in Molecular Lab Operations: Lessons in the Best Ways to Blend Automation, Paperless Workflow, and Lean**

*Joseph Campos Ph.D., D(ABMM), F(AAM), Interim Chief, Division of Laboratory Medicine, Children's National Medical Center, Washington, D.C.*

**Transforming Microbiology: Using Kaizen Events to Produce Short Bursts of Improvement**

*Mary Ann Womack, MBA, (ASCP) SBB, Process Improvement Manager, Orlando Laboratory, Florida Hospital, Orlando, Florida*

**Cross-Department Successes in Specimen Handling Improvement with the Lab, ED, ICUs and Hem/Onc Clinic at Fletcher Allen Healthcare**

*Dustin Bruso, Application Analyst Lead - Lab, Fletcher Allen Health Care, Burlington, Vermont*

**Combining Test Formularies, Algorithms, and CPOE to Significantly Reduce Lab Test Utilization**

*Leo Serrano, FACHE, DLM, Corporate Director of Laboratory Services, Broward Health System, Ft. Lauderdale, Florida*

**Using ISO 15189's QMS to Achieve Standardization and Improved Performance Across Multiple Laboratories in New Brunswick**

*Gregory Shaw, MLT RT, Administrative Director, Laboratory Services, Miramichi Area, Horizon Health Network, New Brunswick, Canada*

**Anticipating Lab Testing's Next Big Money Crisis: How to Maintain Quality and Accurate Test Results in the Face of Shrinking Lab Budgets**

*Moderator: Glen Fine, Chief Executive Officer, Clinical & Laboratory Standards Institute (CLSI)  
Panelists: Ernest Franklin, M.D., VP Surgical and Ancillary Services, Baylor Health Care System  
Patrick Maul, MT(ASCP), MBA, Principal Consultant, Lean Sigma Black Belt, BD Diagnostics  
Richard Zarbo, M.D., D.M.D., Senior Vice President and Chair, Pathology and Laboratory Medicine, Henry Ford Health System*

## WEDNESDAY, OCTOBER 2, 2013

### MASTER CLASS SESSIONS

**Attacking Urine Culture Contamination: System-Wide Engagement and Standard Work Drives a 20% Average Rate to a Sustained 5% Goal**

*Joseph Baker, Director, Laboratory Services, Baylor All Saints Medical Center, Ft Worth, Texas*

**Ergonomics Meets Lean & Six Sigma: Reducing Physical Injuries while Improving Your Lab's Staff Performance and Health**

*Adam Walter, CSSMBB/CLA, Solution Optimization Services Manager, BD Diagnostics, Mason, Ohio*

**Value Stream Mapping: Mastering the Essentials of**

**Identifying Opportunities in Clinical Labs, Path Groups**  
*Patrick Maul, MT(ASCP), MBA, Principal Consultant, Lean Sigma Black Belt, BD Diagnostics, St. Cloud, Florida*

**Going the Extra Mile with Value Stream Mapping: New Ways to Find More Hidden Costs in Your Lab**  
*Diane Hoover, BSMT, MBA, Workflow Consultant, ASQ Certified Lean Six Sigma Black Belt, Abbott Laboratories, Harrisburg, Pennsylvania*

**Non-Conforming Events in the Lab: Determining the True Root Cause and Sustaining Corrective Actions**  
*Anne Daley, MS, CMQOE, CSSBB, CLC, MT, DLM, Senior Consultant, Chi Solutions, Ann Arbor, Michigan*

**Unlock the Power of the Blood Utilization Data You Already Have: Save \$1 Million in 12 Months!**

*Jo Ann Hegarty, Director, Blood Bank Consulting, MedAssets, Princeton, NJ*

### GENERAL SESSIONS

**Improved Patient Outcomes, Fewer HAIs, and \$3 Million in Savings Result Directly from Teamwork of Lab Staff and Hospital Physicians**

*Denise Uetwiller-Geiger, Ph.D., DLM, (ASCP), Laboratory Director, John T Mather Memorial Hospital, Port Jefferson, New York*

**How Investment in Becoming Nation's First CAP 15189 Accredited Integrated System of Labs Produces Lower Costs, Improved Quality, and Happier Patients**

*Richard Zarbo, M.D., D.M.D., Senior Vice President and Chair, Henry Ford Health System, Detroit, Michigan*

**New Emphasis on Healthcare Quality in the UK and How Clinical Labs Are Contributing**

*Lesley Wright, Programme Director, NHS Improving Quality, Leicester, England*

### BREAKOUTS

**Success in the High-Volume Grossing Lab: How We Achieved 18 Months of Zero Errors in Specimen Labels and Sustained It**

*Ammon Ence, Industrial Engineer, ARUP Laboratories, Salt Lake City, Utah  
William Lowder, Technical Supervisor, Anatomic Pathology, ARUP Laboratories, Inc., Salt Lake City, Utah*

**Electronic Document Management: It's Not Easy to Go Paperless, But the Savings are Big, the Staff is Happy, and Lab Inspectors Are Impressed!**

*Cynthia Mansfield, Associate Director of Compliance and Operations for Clinical Pathology, Partners Healthcare, Boston, Massachusetts*

**Lessons Learned in Harvesting Continual Savings and Improved Quality During Our Multi-Site Lab's Four Year Journey with Lean and Process Improvement**

*Rita D'Angelo, MS, ASQ, CQE, SSBB, Principle Redesign Expert, D'Angelo ADVANTAGE, LLC, Detroit, Michigan*

**Linking Materials Management to Standardization Across Multiple Lab Sites: How We Gained Buy-in and Sustained Support from Medical Directors and Staff**

*Damon Silvestry, Vice President of Operations; Mike Kimpland, Supply Chain Analyst, Miraca Life Sciences, Irving, Texas*

**Using Business Intelligence (BI) to Slash TAT, Improve Service, Reduce Costs, and Boost Quality**

*David Michaelsen, MS, General Manager of Toxicology, PAML Laboratories, Spokane, WA*

**Faster Turnaround Times for Troponin and Other Essential Tests: How We used Real-Time Analytics and Process Improvement to Support Improved ED Outcomes**

*Alastair Dunnett, Laboratory Director, Lutheran Hospital, Fort Wayne, Indiana;*

*Thel Grayson, Seton Healthcare Family, Austin, TX*

**Conference Wrap-Up**

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