

Join us for laboratory medicine's first-ever gathering devoted exclusively to furthering skills and knowledge in quality management!

LEAN • SIX SIGMA • ISO

Lab Quality Confab

on Quality Management in Diagnostic Medicine

September 19-20, 2007 • Westin Peachtree Hotel • Atlanta, Georgia



Plus these special seminars!

- Leveraging Lean/Six Sigma Methods When Expanding Lab Services
- Proven "Best Practices" in Lean: Putting the Secrets of the Pros to Work in Your Clinical Laboratory Workflow
- Change & Transformation: Preparing & Leading Your Health Organization on a Successful Quality Journey
- Lean Bootcamp: Achieving Mastery with Concepts, Implementation, and Outcomes

(See pages 12-13)

It's everything about quality and management in clinical laboratories and pathology groups.

- Hands-on Learning Lessons from Innovative Labs
- Lean – Six Sigma – ISO 15189
- Powerful Case Studies
- Master Classes on Quality Methods
- Access Experts, Vendors, Products
- Exhibition Hall & New Products

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**Lab
Quality
Confab**
on Quality Management
in Diagnostic Medicine

Continuing Education Units Provided by: American Association of Clinical Chemistry

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Why a meeting devoted to quality management?

Across the country and the globe, it is the fastest-growing trend in the management and operation of laboratories and hospitals. Lab managers and pathologists are discovering how Lean, Six Sigma, and other quality management tools can unlock huge gains. Faster turnaround time...boosts in productivity... reduced costs...better quality...positive staff morale...it's time for your lab to check it out!



IN JUST FIVE YEARS, LEAN AND SIX SIGMA METHODS HAVE BECOME THE CORNERSTONE OF LAB MANAGEMENT for first mover and early adopter laboratories, pathology groups, and hospitals in this nation. Now the secret is out! It's time to share the knowledge and teach the lessons learned.

That is why, in Atlanta, on September 19-20, 2007, we are gathering leaders and experts in Lean and Six Sigma. These are prime movers in the mission to advance the contribution of laboratory medicine. Often first to deploy Lean/Six Sigma techniques in their own laboratories in recent years, they have blazed a path that the rest of us can follow.

It is an unprecedented opportunity for you, your laboratory, and your parent hospital/health system! We've done the hard work to assemble laboratory medicine's brightest minds and most skilled practitioners of Lean/Six Sigma. All you need to do is show up...absorb their insights...learn from their successes and setbacks...expand your personal network...and meet the vendors and experts who can assist your laboratory's quality management journey.

There's one other thing you must consider. Do you want your laboratory to be early or to be late to start its quality management journey? Public evidence of the powerful benefits that accrue to labs using Lean and Six Sigma accumulates daily. Almost all of the nation's first rank hospital lab organizations and top-performing independent lab companies already use quality management methods to gain competitive advantage.

From that perspective, it makes you and your lab's participation at Lab Quality Confab one of the most important decisions you can make during the balance of this decade. Seize the moment—***Carpe Diem!*** Advance your quality management journey by reserving your place at Lab Quality Confab today.

Who Should Attend...

SENIOR EXECUTIVES

wishing to learn more about using Lean and Six Sigma more effectively and how to develop a quality management culture.

DIRECTORS and MANAGERS

ready to advance their knowledge and skills, wanting to exchange strategies, and to improve capabilities in change management.

TEAM MEMBERS

wanting to expand their understanding of Lean and Six Sigma tools, improve their knowledge, and expand their personal network.



Puts You in the Front Row For Everything Quality!

Hear...Learn...Meet these Keynote Speakers!



Kara Gelb, of General Electric Corporation

In recent years, General Electric Co. (GE) has made several high profile acquisitions to expand its presence in healthcare. Learn why GE's quality journey led it to enter the *in vitro* diagnostics industry. Explore GE Healthcare's preventative health strategy and its foundations in GE's much-respected management culture, along with its incorporation of Six Sigma and Lean as the cornerstones of its quality and process improvement mindset. Understand GE's internal focus on continual improvement of its operations (manufacturing, financial, and commercial) using these tools and their impact on the overall business. Learn how GE Healthcare then imparts these same skills to its healthcare customers with consulting and cultural change programs. Gain insights on how GE Healthcare expects healthcare providers will develop and expand their use of quality and process improvement methods.



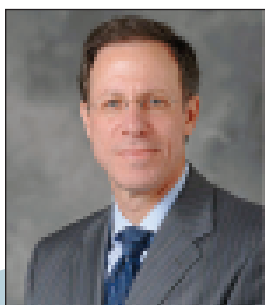
Barton Gill, of Premier, Inc.

Across the American healthcare system, improvement is a forceful trend, one that requires a strategic response by every healthcare provider, including health systems, hospitals, and laboratories. Based on his 16 years as a pragmatic healthcare specialist, Barton Gill has unique perspectives on the development of this trend and the factors which will sustain it more intensely in coming years. Learn why providers have been slow to pursue continuous improvement with the same passion as other industries. Explore the factors that came together in recent years to encourage collaboration by employers, advocacy groups, health insurers, and providers to launch broad improvement initiatives—and publicize the outcomes. Understand why this improvement trend is likely to continue. Identify key improvement strategies that can advance the performance of your healthcare organization.



Rosalee Allan, of PAML, Inc.

In recent years, PAML has begun deploying quality management tools in tandem with targeted software systems to improve all aspects of operations. A particular priority is to achieve Six Sigma performance in the specific functions that touch customers, including courier and logistics, billing and collections, as well as customer service functions. PAML reports that it is consistently achieving 5+ sigma in its ability to pick up and transport specimens. Another notable accomplishment is a customer service department that uses CRM (client relation management) software developed by Microsoft to achieve same-day resolution on 99% of client service issues.



Richard J. Zarbo, M.D., of Henry Ford Health System

Under the leadership of Dr. Zarbo, this laboratory has been one of the pathology profession's early pioneers in applying quality techniques to laboratory medicine. The unique twist in the story of Zarbo's laboratory is the parent hospital's use of the principles of Lean manufacturing as developed by Henry Ford. These principles later inspired the innovations of the Toyota Production System. Here's an inside look at surgical pathology at this 903-bed tertiary and teaching hospital and how ongoing application of the Henry Ford Lean methods are used to shorten turnaround time, identify and eliminate errors, and raise the quality of clinical services.

Tuesday, September 18 **Pre-Event** (Optional Pre-Event Seminars, Attendees must pre-register for these programs)

8:00 AM–5:00 PM

Leveraging Lean/Six Sigma Methods When Expanding Lab Services

Trent Ritzenthaler, Director of Healthcare Solutions; Anne Daley, Senior Managing Consultant, Roche Diagnostics, Indianapolis, IN

1:00 PM–5:00 PM

Proven “Best Practices” in Lean: Putting the Secrets of the Pros to Work in Your Clinical Laboratory Workflow

Mark Nash, Managing Director, Argent Global Services, Oklahoma City, OK

6:30 PM–8:30 PM: Early Registration & Get Acquainted Reception with Refreshments

Wednesday, September 19 6:30 AM–8:50 AM: Continental Breakfast

Concurrent Morning Master Classes: Day One

7:00 AM–7:50 AM

► Everything You Need to Know About Developing, Planning, and Implementing the Winning Six Sigma Project

Jim Pastore, Senior Consultant, Ortho-Clinical Diagnostics, Raritan, NJ

Here's the real deal about developing, planning, and implementing Six Sigma projects that deliver impressive results. Explore proven ways to identify and prioritize the most productive projects. Master the techniques of research and preparation. Then learn the secrets of successful implementation. This session has practical knowledge that can help all Six Sigma practitioners produce winning outcomes.

► Reengineering Work Flow: Innovative Ways to Mix Quality Tools and Methods

Maricel Roberts, Director, Health Care Solutions, Dade Behring, Inc., Deerfield, IL

Based on the experience of working with hundreds of laboratories, this presentation provides examples of innovative ways to blend the tools and methods of different quality management systems. Verified in actual use, these are approaches that reliably unlock major gains in productivity, work process accuracy, and decreased costs in lab operations—along with better service to clinicians and patients.

► Global Overview: Lessons on Combining Lean/Six Sigma with Lab Automation

Akira Igarashi, Manager, A&T Corporation, Irvine, CA

Outside of the United States, a major supplier of laboratory automation solutions worldwide is A&T Corporation of Kanagawa, Japan. Because A&T offers a range of solutions in automation, LIS, and LAS, it has unique experience about implementing and using laboratory automation to generate optimum performance. Learn how laboratories, particularly in Pacific Rim countries, deploy targeted automation solutions—including middleware applications—as they pursue continuous improvement with the techniques of work flow redesign.

8:00 AM–8:50 AM

► Benchmarking the Best: Comparing the Performance of the Nation's First Lean Laboratories

Thomas Joseph, Management Insight, Ann Arbor, MI

This special presentation will highlight the first public release of information about an ongoing study involving many of the nation's

first laboratories to extensively deploy Lean throughout their organization. One objective of this study is to identify the scale and scope of quality performance and cost reduction achieved by these “post-Lean” labs versus comparable-sized laboratories still using the traditional “system of detection” management philosophy. Early evidence points to remarkable advantages in customer service levels, average cost-per-test, and staff morale.

► 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

A primary goal of every Lean and Six Sigma project is to rapidly deliver tangible benefits. However, as many quality management teams learn from experience, barriers and obstacles can too easily impede progress. Discover the success strategies used by the experts to accelerate planning, implementation, and outcomes in Lean and Six Sigma Projects.

► 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

Pioneering laboratories are applying Lean quality management methods to the design of their physical space, with startling results. Discover how the architectural perspective can incorporate Lean principles into the remodel of existing laboratories or into the design of new lab facilities. Understand how the apparent limitations of your lab's existing space can be easily converted into supporting a high-performance layout and Lean workflow throughout your laboratory.

► Establishing Six Sigma Across Multiple Lab Locations: Steps to Successful Implementation

Jack Merritt, Managing Master Black Belt, Six Sigma, Quest Diagnostics Incorporated, Lyndhurst, NJ

Nearly a decade ago, Quest Diagnostics Incorporated began taking steps to deploy Six Sigma methods across its entire national network of laboratories and service facilities. Here's a candid discussion about the unique issues of introducing Six Sigma methods into laboratory operations, along with examples of the do's and don'ts about selecting, designing, and implementing Six Sigma projects.

All New!

Experience Our Master Class Format

National and global quality experts share their knowledge and experience.
Intimate workshop settings.

Thursday, September 20

Concurrent Morning Master Classes: Day Two

7:00 AM–7:50 AM

► **“KISS” Your Lab’s Real-Time Metrics: Proven Ways to Keep It Simple**

Richard A. Ouellette, *President & CEO, Management Decision Systems, Inc., Holden, MA*

Underlying the power of all quality management tools is the need to collect accurate data in real time. Increasingly, laboratories are turning to middleware solutions to extract data about specific work processes and present it in easy-to-read dashboard formats. This session teaches techniques to collect data from existing information systems and use this data to support process improvement activities. It will provide insights about how to use informatics to support process measurement, including initial assessment, feedback, and control loops.

► **Using Quality Management Methods to Unlock More Value Upstream of Accessioning**

Patrick Maul, *Principal Consultant, BD Diagnostics Healthcare Consulting, Franklin Lakes, NJ*

When a Lean lab looks to smooth out work flow and move to single piece work flow at the analytical phase, it quickly recognizes that existing specimen collection and specimen transport practices must be addressed. Phlebotomy becomes a ripe target for major gains in productivity and customer satisfaction. Outside of the laboratory, patient safety requirements are pushing hospitals to improve patient identification. For that reason, new tools and new technologies are now available that laboratories can mate with Lean/Six Sigma methods to unlock more value upstream of accessioning. Discover new ways to revamp your lab’s specimen collection and transport work processes.

► **High-Performance Hematology Using Lean and Six Sigma**

Allen A. Wozniak, Sr., *Senior Laboratory Solutions Consultant, Sysmex Corporation, Mundelein, IL*

When the nation’s first mover and early adopter laboratories introduced Lean into their lab operations, chemistry was a simple, obvious, and easy target. Now it’s time for hematology to get equal attention. Next-generation technology, integrated instrument work cells, and digital imaging capabilities can now be combined with Lean/Six Sigma methods to generate powerful gains in clinical quality and cost reduction. Gain insights about how to use these new resources in your own laboratory.

8:00 AM–8:50 AM

► **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*

This presentation is a special collection of the best lessons learned from more than 25 laboratories that are using Lean, Six Sigma, and other improvement methodologies. Identify what areas of the lab represent low-hanging fruit for quality improvement projects. Understand which tools and methods are the most powerful for boosting productivity and the quality of outcomes. In advance, learn to identify specific pitfalls and avoid the predictable potholes that can derail a quality improvement event.

► **Dealing with People and Organizational Issues when Implementing Lean and Six Sigma**

Ann Eason, *National Pathology Manager, National Health Trust, Leicester, England*

In the United Kingdom, first mover laboratories are demonstrating the benefits of introducing quality management methods into laboratories. Eason’s team provided significant support to these lab organizations as they pioneered the use of Lean, Six Sigma, and similar methods. Learn the most effective ways to prepare people and organizations to accept a different approach to work flow redesign. Master techniques that proactively anticipate and resolve objections to changes in the laboratory’s long-standing work practices.

► **Using DMAIC Approach to Integrating Lab Automation and Middleware**

Leon Vaitaitis, *Manager, Automation Services, Beckman Coulter, Yorba Linda, CA*

DMAIC stands for “Define, Measure, Analyze, Improve, Control” and is at the heart of continuous improvement. This presentation explains how to use this important quality management tool with a particular focus on how to evaluate the performance of laboratory automation. DMAIC is a tool that is particularly effective at identifying opportunities to more effectively integrate laboratory automation solutions with middleware. Learn about commonly-overlooked ways to get more productivity from lab automation and middleware.

► **Poster Sessions for Lean and Six Sigma Projects**

Poster presentations by prior arrangement. Judging for awards and cash prizes will take place during the Poster Sessions conducted on both days.



9:00 AM–9:40 AM

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

At this moment, the American healthcare system is poised for radical change. The perfect storm of spiraling costs, aging demographics, and expensive new genetic technology is overwhelming the ability of employers and Medicare/Medicaid to keep pace with funding. To meet these challenges, hospitals and laboratories are turning to Lean, Six Sigma, and similar quality management philosophies. Learn how these quality innovators are gaining competitive advantage in their markets. Understand why quality management principles give lab administrators and pathologists powerful new tools to raise clinical outcomes and boost quality while simultaneously driving down costs.

9:40 AM–10:20 AM

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

Did you ever wonder what the practical advantages and disadvantages are of quality management systems like Lean, Six Sigma, and ISO? This presentation will provide a detailed overview that demonstrates the strengths and drawbacks to various quality methodologies, using examples of the successes and setbacks of major corporations in recent years. Poling and Nash, co-authors of a major book on combining Lean with Six Sigma to accelerate improvement, will then share insights about useful ways to apply Lean techniques to speed up the outcomes delivered by Six Sigma projects. Examples from successful laboratory and hospital improvement projects will be provided to illustrate the power of combining Lean and Six Sigma in these new ways.

10:40 AM–11:20 AM

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

Alverno Clinical Laboratories, LLC is an example of the “super lab” that results when multiple health systems create a consolidated laboratory services organization. Alverno is a joint venture of the Sisters of St. Francis Health Services, Inc. and Provena Health. It operates a large core laboratory in Hammond, Indiana. During the past 18 months, it has used Lean methods in its 18 participating



hospital labs to reconfigure the high-volume chemistry/hematology work cell. In particular, these Lean teams focused on phlebotomy and accessioning to deliver single piece work flow to the analyzer.

11:40 AM–12:00 PM

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

In recent years, PAML has begun deploying quality management tools in tandem with targeted software systems to improve all aspects of operations. A particular priority is to achieve Six Sigma performance in the specific functions that touch customers, including courier and logistics, billing and collection, as well as customer service function. PAML reports that it is consistently achieving 5+ sigma in its ability to pick up and transport specimens. Another notable accomplishment is a customer service department that uses CRM (client relationship management) software developed by Microsoft to achieve same-day resolution on 99% of client service issues.

12:00 PM–1:50 PM: Exhibition Hall open

12:00 PM–1:50 PM: Lunch in Exhibition Hall

2:00 PM–4:50 PM: Breakout Sessions

5:00 PM–5:40 PM

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

This important session brings you face to face with three laboratory directors who were national pioneers at introducing Lean programs into their laboratory and hospital. Discover how they convinced their administration to support and fund the initial costs of bringing quality management experts into the laboratory. Explore how these lab directors kept administrators informed and enthusiastic about the outcomes of the labs' Lean and Six Sigma efforts. Find out why the laboratory often takes a leadership role in deploying quality management methods in other clinical services of the hospital.

5:45 pm–7:30 pm:
GRAND RECEPTION in Exhibition Hall
With food and refreshments—Exhibition is open

7:30 pm: Exhibition Ends

6:30 AM–8:50 AM: Continental Breakfast

9:00 AM–9:40 AM

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*

In recent years, General Electric Co. (GE) has made several high profile acquisitions to expand its presence in healthcare. Learn why GE's quality journey led it to enter the *in vitro* diagnostics industry. Explore GE Healthcare's preventative health strategy and its foundations in GE's much-respected management culture, along with its incorporation of Six Sigma and Lean as the cornerstones of its quality and process improvement mindset. Understand GE's internal focus on continual improvement of its operations (manufacturing, financial, and commercial) using these tools and their impact on the overall business. Learn how GE Healthcare then imparts these same skills to its healthcare customers with consulting and cultural change programs. Gain insights on how GE Healthcare expects healthcare providers will develop and expand their use of quality and process improvement methods.

9:40 AM–10:20 AM

Why the Drive to Improve in Healthcare: Forces, Factors, and Opportunities

Barton Gill, *Managing Principal/Senior Director, Consulting Solutions, Premier, Inc., Charlotte, NC*

Across the American healthcare system, improvement is a forceful trend, one that requires a strategic response by every healthcare provider, including health systems, hospitals, and laboratories. Based on his 16 years as a pragmatic healthcare specialist, Barton Gill has unique perspectives on the development of this trend and the factors which will sustain it with more intensity in coming years. Learn what inhibited providers from pursuing continuous improvement with the same passion as other industries. Explore the factors that came together in recent years to encourage collaboration by employers, advocacy groups, health insurers, and providers to launch broad improvement initiatives—and publicize the outcomes. Understand why this improvement trend is likely to continue. Identify key improvement strategies that can advance the performance of your healthcare organization.

10:40 AM–11:20 AM

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*

Under the leadership of Dr. Zarbo, this laboratory has been one of the pathology profession's early pioneers in applying quality techniques to laboratory medicine. The unique twist in the story of

Zarbo's laboratory is the parent hospital's use of the principles of Lean manufacturing as developed by Henry Ford. These principles later inspired the innovations of the Toyota Production System.

Here's an inside look at surgical pathology at this 903-bed tertiary and teaching hospital and how ongoing application of the Henry Ford Lean methods are used to shorten turnaround time, identify and eliminate errors, and raise the quality of clinical services.



11:20 AM–12:00 PM

Global Convergence in Laboratory Operations: Quality Management Systems Transform Accreditation Requirements

Lucia Berte, *Principal, Laboratories Made Better! PC, Broomfield, CO*

With little fanfare, across the globe there is steady convergence in laboratory management and operations. This is a direct result of declining reimbursement for laboratory testing and ongoing increases in the cost of providing testing services. Growing numbers of laboratories are turning to quality management systems as a means to sustain quality, while reducing costs. National and international accreditation and certification standards, including ISO-15189, are incorporating practices that have been successful in business and industry, such as Lean and Six Sigma. Understand why this trend will change the landscape and require a more informed response by laboratories here and throughout the world.

1:30 PM–3:20 PM: Breakout Sessions

3:30 PM–4:00 PM

Extracting the Important Lessons from the First Annual Lab Quality Confab

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

By putting 52 innovative quality management leaders on the podium in just a few days, Lab Quality Confab gives attendees a unique perspective on the benefits that accrue from the appropriate use of Lean, Six Sigma, and similar quality management principles. In this important session, Robert Michel pulls together the body of knowledge and identifies key themes and insights that labs and hospitals can use to refine and sharpen their understanding and use of quality management systems.

Official End of Lab Quality Confab 2007

2:00 PM–2:50 PM

► Planning The Lean Effort Before Investing in Automation and New Facilities

John F. Chapman, Dr.Ph., Professor, Pathology and Laboratory Medicine, Director, Core Laboratory, Clinical Chemistry, and POCT, UNC Health System, Chapel Hill, NC

When the decision was made to pursue laboratory automation, Dr. Chapman and his team asked this question: “Are we preparing to automate bad work processes?” In seeking the answer, the team recognized that Lean could be a solution. The decision was made to “Lean” the lab before making any automation decisions and equipment purchases. Explore how the adoption of Lean principles has guided this laboratory toward a work flow solution that unlocked major gains before any automation was considered. Discover how Lean techniques expose work flow weaknesses that can be easily fixed. Learn how the laboratory now intends to use Lean-derived data and tools to evaluate the potential for automation to achieve further improvements in work flow.

► 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

Sonora Quest Laboratories is the first laboratory organization in the United States to win a state quality award. Its dedication to continuous improvement is supported by a management priority to regularly measure the satisfaction of customers—including patients, physicians, payers, and employees. Learn why the use of internationally-recognized survey firms enhances both the quality and credibility of the findings. Discover how the management team uses these findings to achieve world class performance. Gain insights on how your quality program can improve its use of surveys to drive gains in productivity and customer satisfaction.

► Using Real-Time Measurements to Drive Continuous Improvement in Service

James A. Santucci, Vice President, Hospital Operations, Dynacare Laboratories, Seattle, WA

Advanced quality practitioners are using innovative new software solutions to generate detailed sets of data in real time to monitor every aspect of work flow. At Dynacare Laboratories, the melding of such software with quality management methods has led to dramatic gains across the breadth of laboratory operations. A particular challenge at Dynacare Seattle was how to



simultaneously meet the needs of providing inpatient testing services to 697-bed Swedish Medical Center while serving the extensive commercial laboratory testing volume. One priority was to improve the speed that a lab test order, once entered into the HIS, moves to the LIS. Explore novel uses of software to create a real-time dashboard that allows all stakeholders to monitor service parameters with great accuracy and in real time.

► 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
Not only is North Shore Long Island Jewish Health System (NSLIJ) one of the nation’s largest health systems, it was one of the first to use Six Sigma techniques. With 15 hospitals, one big challenge for the quality management program at NSLIJ was how to move proven “best practices” across all the sites. The solution is the use of Value Analysis Teams. In the laboratory division, such teams include members from multiple hospitals. As a project in one hospital lab is implemented using a week-long team event, team members from the other hospitals are ready to introduce the same innovations into their hospitals’ laboratories. Discover the value of a report card approach that measures gains in: 1) quality indicators; 2) thru-put indicators; and 3) financial indicators.

3:00 PM–3:50 PM

► 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

Everyone has heard stories about Toyota Corporation’s just-in-time factories and legendary customer service, as demonstrated by the success of its Lexus brand. Now learn how combining Toyota’s Lean management methods with its intense focus on customer service can transform the hospital experience for patients—and hospital staff! It’s an approach that increases healthcare outcomes while “delighting” patients and delivering improved profit margins to the hospital. Listen to how Avera is advancing patient care and the laboratory’s role in transforming the patient’s experience.

► Zeroing in on Six Sigma Performance in Courier and Logistics

Sky Soom, Enterprise Logistics Manager, PAML, Inc., Spokane, WA

Here’s a laboratory courier and logistics department that’s among the best-performing in the United States. Over the past five years, PAML has initiated a series of quality improvement projects and combined these work flow redesign efforts with software that automates, tracks, and reports on almost every step in courier routing, from activity at each stop through delivery into the laboratory. The total solution is

implemented in Washington and Idaho and involves 125 courier routes. These regions currently perform at a 5+ Sigma level and are zeroing in to attain Six Sigma performance. This session is sure to recast your vision of what a courier and logistics system can achieve.

► 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*

Now in the third year of its quality journey, the lab at Harris Methodist HEB is deploying Lean techniques across a variety of laboratory departments and services. Central processing was tackled first, back in 2005. Next, in the core lab, two work cells were designed and implemented, one for automated instruments and another for manual testing. Current projects include anatomic pathology and combined effort with gastroenterology that involves nursing and the laboratory. Gain insights in how to sequentially launch projects and expand the training and skills of the quality team.

► Achieving Zero Adverse Events with a Project Targeting Patient ID and Irradiated Blood Products

Priscilla Cherry, *President, Laboratory Services, Fairview Health System, Minneapolis, MN*

Following several failures associated with the use of irradiated cellular blood products, an improvement team was assembled at the University of Minnesota, part of the integrated eight-hospital Fairview Health Services System, that included the laboratory, nursing, and Fairview's Organizational Learning Department. Among other things, Kaizen events quickly uncovered a defect in the patient identification armbands. This led to a system-wide replacement of the armband product. The team worked to develop and implement standardized work procedures for the handling and use of blood products and patient identification and collection. These standardized work procedures were accepted and implemented across ICUs, EDs, and other frequent users of such blood products. Discover why this effort succeeded, and in the 18 months since its implementation, the number of incidents involving wrong blood products has fallen to zero and remained there.

4:00 PM–4:50 PM

► Applying Lean to the Lab's Sales and Marketing Program

Heather Dahmen, *Quality Project Manager, MedTox Scientific Inc., St. Paul, MN*

Just as MedTox was one of the nation's first laboratories to adopt Lean back in 2002 and 2003, so also was it a first-mover in pioneering the use of Lean to reengineer the work flow in sales and marketing. During the evaluation period, a surprising discovery was how much time was spent by sales reps on administrative tasks preventing them from spending the majority of their time each day on new sales development. Explore how Lean techniques can identify non-value added steps in the sales process. Understand how to develop standardized work practices that free sales reps from

performing customer service tasks. Learn how Lean methods and standardized work processes can be implemented while preserving the individual sales rep's personal and unique selling style. Every laboratory sales department will want to learn the lessons from this exciting case study.

► Rapid Process Improvement at Mayo Medical Laboratories

Dino Kasdagly, *Chief Operations Officer, Mayo Medical Laboratories, Rochester, MN*

Four years ago, Mayo Medical Laboratories (MML) hired an operations management professional and quickly hired six more full-time operations professionals. It then progressively introduced regular rapid process improvement projects into each of the specialized testing departments. With its unique relationship to the Mayo Clinic, as well as its hospital reference clients across the nation, Mayo Medical Laboratories often finds that improvement within its internal work flow leads to better interaction with its external customers. Learn valuable lessons in how to successfully introduce rapid improvement methodologies in all the operational areas of the laboratory. Master new ways to apply quality management tools, particularly in the pre-analytical and analytical work processes.

► Using Lean to Boost Productivity in Automated Hematology

Gayle Culbertson, *Executive Director of Laboratory Services, Iowa Health, Des Moines, IA*

Often, automated hematology does not get the same attention as automated chemistry. Yet, hematology offers plenty of potential for clinical and operational improvement. At two-hospital Iowa Health, the quality journey began in 2005 and quickly reached automated hematology. Learn how Lean techniques can be used to spot non-value added steps in the work flow. Explore ways to boost the productivity and quality of an integrated, automated hematology department, along with the key improvement measures that can be used after the first Lean project to continuously lift performance metrics.

► 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 Infirmary Medical Center, Mobile, AL*

Here's a before and after case study with lots of useful wisdom. Prior to engaging quality consultants, the departments at Mobile Infirmary Medical Center recognized opportunities to solve problems and improve processes. But efforts to change failed, due to many factors. Then came outside expertise, and the use of one-week Kaizen events. Explore how the ED and the laboratory identified problems and improved specimen collection, specimen integrity, lab result turnaround times, and other long-standing issues common in the work flow and interaction between the ED and the lab.

1:30 PM–2:20 PM

► Pairing Lean with Informatics to Take Customer Service Management to the Next Level

Cindy Nethercutt, Regional Sales Manager, PAML, Inc., Spokane

At PAML, excellence in customer service in response to inquiries, problems, and special requests was made a major strategic business priority. After several years of quality improvement projects and the installation of a CRM (Customer Relationship Management) software system by Microsoft, PAML's service team is now resolving most customer issues with 99% same day success. More importantly, PAML's sales team is using customer service information in a proactive way. With full details of every incident, the sales reps now visit clients, alert them to issues, and engage them in systemic fixes. Lost accounts are now a disappearing phenomenon at PAML.

► Refining Work Flow in Routine Histopathology

Jane Crosby, Laboratory Service Director, **Susan Finley**, Technical Leader Anatomic Pathology, Providence Health Care, Vancouver, BC

Like many histology departments across the globe, the laboratory at Providence Health Care was organized around a large batch mindset. All specimens were cut, stained, and cover-slipped in large batches. The result was that pathologists, having waited several hours in the morning, would be inundated by a wave of finished slides. Discover how the application of Lean and Six Sigma tools led to the creation of the "Diamond Cell" arrangement. Work now flows, specimen-by-specimen, from the embedding center to the microtomes and then to staining. Now pathologists get a steady flow of new cases that start much earlier in the day.

► Creating a Quality Management Culture at Carilion Labs

Modena Henderson, Vice President, Laboratory; and, **Sue Campbell**, Director, Project Management, Carilion Labs, Roanoke, VA

In November 2006, as the pilot clinical service for the parent system, Carilion Labs launched its Lean program. It has completed five major projects and each was executed using three-day workouts, or Lean events, to drive implementation. Gain insights about the challenges of helping laboratory staff accept the methods of Lean and support a new organizational mindset and operating culture. Learn how to identify the right individuals from the lab staff to participate in this effort.

► Using Five-Day Rapid Improvement Events to Harvest Gains in Laboratory Outreach

Pamela Melcher, Quality Coordinator, St. John Health, Grosse Pointe Woods, MI

During the past year, using a Sensei from Simpler and Black Belts from the health system, the laboratory division at St. John Health has done a series of Rapid Process Improvement events (RPIs). Following three weeks of advance study and preparation, these five-day RPIs targeted opportunities for improvement in specimen receiving, hematology and coagulation, along with the courier/logistics process. This presentation will focus on the people issues involved in preparing, executing, and sustaining the impact of the rapid improvement events. Along the way, the laboratory has developed in-house green belt practitioners.

2:30 PM–3:20 PM

► 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

One of the unexpected uses of Lean among first mover laboratories has been to utilize these principles and methods specifically as a planning tool before making major changes to the organization of lab services. This is true at St. Luke's, which is preparing to consolidate and integrate laboratory services across the four hospitals which are part of this new health system. An improvement team of six individuals from the four hospitals are using Lean to guide planning and implementation. Hear how this team is now executing six projects across the four laboratories in advance of formal consolidation to create uniform work flow and standardized work processes.

► 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

In 2003, this was one of the nation's first laboratories to utilize Lean. One important improvement project paired Lean/Six Sigma techniques with an automated wireless software system that allows phlebotomists to make more accurate patient IDs and see the full lab test order at the bedside. The system also guides the phlebotomist as to which tube to use for each order and produces bar code labels for the collected specimens. Discover how this tandem approach of Lean and middleware drove down the rate of errors and mistakes, while simultaneously unleashing major gains in the productivity of phlebotomists.

► Pre-Analytical Project to Overcome Automation's Shortcomings

Stephen Manzella, Director of Services, York Hospital, York, PA

In 2003, having installed automation, York Hospital Laboratory turned to Lean methods to fix pre-analytical processes and realize the full potential of its lab automation. The solution was to use "pull" techniques and create a continuous flow of specimens into accessioning and on to the analyzers. Encouraged by the solid success of this effort, in 2005, the laboratory collaborated with the emergency department to improve specimen quality, turnaround time, and performance of point-of-care testing. Explore how York's lab has used quality management principles to trigger significant improvements.

► Creating and Sustaining the Lean Culture Throughout the Organization

Cindy Mand, Director, Lean Enterprise, BloodCenter of Wisconsin, Milwaukee, WI

BloodCenter of Wisconsin is in the midst of an organization-wide shift to Lean as part of a five-year strategic plan. The challenge has been to introduce Lean thinking into the operational units and develop a common Lean culture throughout the organization. To achieve this, more than 15 Kaizen events have been conducted. Understand how different implementation methods were successful to overcome inertia and encourage staff to adopt the Lean way of thinking.

WOW!

Two Innovations at this year's Lab Quality Confab!

Check Out Our Exhibition Hall

See New Services, Products, and Publications
Training Solutions in Lean, Six Sigma, Black Belt Certification

It's another lab industry first!

Never before have so many valuable resources in Lean, Six Sigma, and quality management programs been gathered at one time and in one place!

Find the solutions you need at our Lab Quality Exhibition. Stop by and speak to consultants and IVD vendors offering services to accelerate your lab's improvement program. Check out the latest books and publications on Lean, Six Sigma, ISO, and other quality management systems. Learn about educational programs, Black Belt certification classes, and other important training opportunities.

Our Exhibition will be open during a special two-hour lunch break and will be the site of our Grand Reception that evening. It's another value-added benefit when you attend Lab Quality Confab 2007. It's a great opportunity to check out the quality marketplace!

(Visit www.labqualityconfab.com to see list of Exhibitors.)



Lean-Six Sigma Poster Presentations

Win National Recognition for your project!
Trophies and \$6,000 in Cash Awards!

Categories: Clinical Laboratory and Anatomic Pathology

Gain recognition for your quality team's achievements!

Our poster sessions on Lean/Six Sigma projects provide you with the opportunity to share your successes. Plus, there's more!

Lean/Six Sigma poster sessions will be judged for outcomes, effective implementation of quality management principles, and ability to tell the story. Lab Quality Confab will present trophies to the winners, along with cash awards totalling \$6,000!

Yes, Lab Quality Confab not only wants to recognize the nation's high-achieving quality projects, but also provide cash awards to the winners so they can celebrate their success and further their quality journey. Poster Session presenters must submit a proposal and be invited to participate. Tell your team and start planning now!

(Visit www.labqualityconfab.com for details about Poster Session Awards Program.)



\$100 Savings Deadline: August 3 • www.labqualityconfab.com

Optional Pre-Event Seminars

Jump Start Your Learning on Tuesday, September 18

Full Day Seminar

Leveraging Lean/Six Sigma Methods When Expanding Laboratory and Molecular Services

Essential knowledge for accommodating more volume and setting up new service lines, including molecular testing programs!

Every lab faces a common challenge: how to cope with regular increases in specimen volume and growth in the in-house test menu even as lab budgets are flat or shrinking.

If this is true at your laboratory, then this seminar is a “must attend” for you! Here’s a full day of knowledge, techniques, and strategies designed specifically to help you meet the challenge of handling steadily increasing volumes of tests—and doing it better with fewer resources.

Because molecular diagnostics is a fast-moving area of lab testing, this seminar offers specific guidance and insights on how to establish, expand, and sustain a winning molecular diagnostics testing program. You will learn how to apply Lean principles and methods in two dimensions of your laboratory. First is the right way to evaluate your space, your instruments and analyzers, and your work processes. Second is the most effective techniques to assess the organization and the people. Next, learn how to put it all together to launch Lean implementation with full assurance of success.

An added bonus to this exceptional seminar is a case study by a large academic center in the northeast, where its laboratory is implementing Lean in its work flow, along with a special focus to expand its molecular testing capability in a robust fashion. Learn how to make your lab a winner in operations, in clinical excellence, and in financial performance! Because space is limited, act now to reserve your place!

Seminar schedule is 8:30 AM to 4:30 PM on Sept. 18

Meet Your Seminar Leaders

TRENT RITZENTHALER, Director of Healthcare Solutions
ANNE DALEY, Senior Managing Consultant
Roche Diagnostics, Indianapolis, IN

In recent years, Ritzenthaler and Daley have put their combined decades of experience to work in helping laboratories develop strategies, tune operations, and improve performance using quality management tools such as Lean and Six Sigma.

Half Day Seminar

Proven “Best Practices” in Lean: Putting the Secrets of the Pros to Work in Your Clinical Lab Workflow

Learn advanced examples of world class use of Lean methods — master proven ways to put them to work in your laboratory!

Prepare yourself for a power-packed four-hour seminar on “best practices” in Lean. Learn how you can successfully put these techniques to work in your own laboratory. Gain essential knowledge you need to drive your lab’s performance to world class levels.

Instructor Mark Nash offers an unusual perspective. As an industrial engineer and Lean/Six Sigma practitioner, he has years of experience working with *in vitro* diagnostics (IVD) manufacturers and similar companies. This arms him with potent insights that will be invaluable for your laboratory.

During this session, there will be a review of Lean concepts and methods, including the Eight Wastes of Lean, insights about flow, measuring against yourself, recognizing achievement plateaus, and sustaining the change.

Then starts the invaluable insights. You’ll learn how to identify best practices and import them into your organization. Included are the secrets of tailoring these best practices to have maximum impact when used by your team. You’ll explore how baselines are established and how to use them to gauge your performance and push for greater achievement.

Expect the unexpected during this well-paced seminar. Nash’s hands-on work with many *in vitro* diagnostics (IVD) manufacturers means he has a keen understanding of lab analyzers and automation systems and how they perform in clinical laboratories like yours.

Seminar schedule is 1:00 PM to 5:00 PM on Sept. 18

Meet Your Seminar Leader

MARK NASH, Managing Director
Argent Global Services, Oklahoma City, OK

With 26 years of process improvement experience in manufacturing, distribution and healthcare, Nash brings broad perspectives to his work. Certified as a Six Sigma Black Belt and a NIST/MEP Lean trainer, he has facilitated more than 500 Lean classes and workshops during the past six years.

Optional Post-Event Workshops

Two Learning Opportunities on Friday, September 21

Full Day Workshop

Our Lean Boot Camp on Achieving Mastery with Concepts, Implementation, and Outcomes

It's the A-to-Z on everything Lean! Acquire the skills, knowledge, and confidence you need to succeed!

Ready to tackle Lean? Seeking more understanding about Lean principles and how to use them more powerfully? Then our one-day Lean Boot camp is custom-made for you.

This Lean Boot Camp is about the basics, along with hands-on mastery of core concepts. During this important workshop, you will learn how and why Lean has emerged as one of the most powerful quality management systems used by the world's best companies. Techniques, methods, and best practices are laid out in a simple, easy-to-understand manner.

This is targeted learning tailored specifically for individuals working in hospitals, clinical laboratories, and anatomic pathology groups. As you grasp the fundamentals of Lean, hands-on exercises will demonstrate the power of these techniques to transform your organization.

A rich variety of case studies help bring these techniques to life. You'll learn about the "House of Lean" and proven ways to sustain Lean gains in your laboratory. By the end of the day, you'll be ready to develop a continuous improvement roadmap for your organization.

Proctors at this Lean day include working lab leaders, ready to share their laboratories' successes with Lean methods and techniques. Plan to attend with several of your team members. Get the knowledge you need to succeed!

Workshop schedule is 8:00 AM to 4:30 PM on Sept. 21

Meet Your Seminar Leaders

M. SUSAN STEGALL, Managing Partner
LESLIE SPRICK, Managing Partner
Sprick Stegall and Associates, LLC, Charlotte, NC

This special Lean Boot Camp incorporates the experience gained by Stegall and Sprick in their work with prominent, early-adopter laboratory organizations that have successfully implemented Lean methods and are establishing a complete Lean culture in their organization.

Full Day Workshop

Change and Transformation: Prepare & Lead Your Organization on a Successful Quality Journey

Our leadership forum prepares you to tackle important people and organizational issues, from C-Suite to middle managers and staff

Success with Lean requires leadership, and that's the theme of this timely and relevant workshop. Executives, administrators, and managers from hospitals and laboratories will find a gold mine of knowledge and insights about the dynamics of people and organizations—particularly as they relate to Lean and a journey of continuous improvement.

Step by step, you'll learn how to assess the existing business situation and evaluate strengths. Next comes insight about aligning the goals of a quality improvement program with strategic priorities of the organization and critical success factors. You'll study the techniques of business needs assessment and how to identify stakeholders and anticipate their reaction to changes triggered by a Lean program.

Against this baseline of strategic and tactical evaluation, you'll explore the range of tools that can be used to develop and implement the plan with the support of stakeholders. Measuring the progress and outcomes is covered, along with proven methods for sustaining the gains and expanding the Lean program into other areas of the hospital and laboratory. To tie it all together, you'll hear a case study by senior administrators at **Avera Health** of Sioux Falls, South Dakota. Its Lean program is active across the organization and generates powerful benefits.

Develop your leadership skills and expand your capability as a deft change agent. Be part of this rich day of discovery by reserving your place now!

Workshop schedule is 8:00 AM to 4:30 PM on Sept. 21

Meet Your Seminar Leader

SUSAN SOUTH, Six Sigma Black Belt
Ortho-Clinical Diagnostics, Raritan, NJ

South's experience with Lean and Six Sigma has been shaped by Johnson & Johnson Company's own quality journey. She was involved in the earliest quality projects at the Ortho-Clinical Diagnostics Division and has played a key role in launching Lean improvement programs in a variety of settings internally and for many client health systems, hospitals, and laboratories.

Register separately for either of these workshops (see page 15 for details)

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\$100 Savings Deadline: August 3 • www.labqualityconfab.com

Overview and Schedule Summary

Two days of powerful learning, with pre- and post-event seminars

All the experts, all the topics, all the resources you need
to turbocharge your laboratory's quality management program.

Use this overview and schedule summary to plan your time at Lab Quality Confab

September 18

Pre-Event Activities

6:30 PM–8:30 PM

Get Acquainted Reception
with Food and Refreshments

6:30 PM–8:30 PM

Early Registration

Optional Seminars

(Must pre-register)

8:30 AM–5:00 PM

Leveraging Lean/Six Sigma
Methods When Expanding
Laboratory and Molecular
Services

1:00 PM–5:00 PM

Proven "Best Practices" in Lean:
Putting the Secrets of the Pros to
Work in Your Clinical Laboratory
Workflow

September 19

Day One

7:00 AM–8:50 AM

Master Class Sessions

8:00 AM–8:50 AM

Poster Session
For Lean Six Sigma Projects

9:00 AM–12:00 PM

General Session

12:00 PM–1:50 PM

Exhibition open
Lunch served in Exhibition Hall

2:00 PM–2:50 PM

Concurrent Breakout Sessions

3:00 PM–3:50 PM

Concurrent Breakout Sessions

4:00 PM–4:50 PM

Concurrent Breakout Sessions

5:00 PM–5:40 PM

General Session

5:45 PM–8:00 PM

GRAND RECEPTION & EXHIBITION

September 20

Day Two

7:00 AM–8:50 AM

Master Class Sessions

8:00 AM–8:50 AM

Poster Session
For Lean Six Sigma Projects

9:00 AM–12:00 PM

General Session

12:00 PM–12:15 PM

Award of Prizes for Best Poster
Presentation, with award
checks and trophies

1:30 PM–2:20 PM

Concurrent Breakout Sessions

2:30 PM–3:20 PM

Concurrent Breakout Sessions

3:30 PM–4:00 PM

General Session

September 21

Post-Event Activities

Optional Workshops

(Must pre-register)

8:00 AM–4:30 PM

Change & Transformation:
Preparing & Leading Your
Health Organization on a
Successful Quality Journey

8:00 AM–4:30 PM

Lean Bootcamp:
Achieving Mastery
with Concepts, Implementation,
and Outcomes



Frequently Asked Questions

When is it? Where is it?

Lab Quality Confab 2007 takes place on Wednesday and Thursday, September 19-20, 2007 at the Westin Peachtree Plaza, 210 Peachtree Street, Atlanta, Georgia 30303. Phone (404) 659-1400.

Where can I stay?

The Westin Peachtree Hotel, located at 210 Peachtree Street, is in downtown Atlanta, where there are fine restaurants and other diversions. As a *Lab Quality Confab 2007* attendee, your special discounted room rate is \$169 for single or double occupancy. To guarantee a room at these rates, please call the hotel before August 29, 2007—rooms will be released after that date. The toll-free number is 800-560-6363. Be sure to mention *Lab Quality Confab 2007* when making your reservation. To reserve a room online, go to www.labqualityconfab.com/travel.htm, follow the instructions, and enter LQC for the Group Booking Code.

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How much does it cost?

Tuition is \$895 for *Lab Quality Confab 2007*. Attendance is optional for the pre- and post-event workshops and seminars (\$375 tuition) to be conducted on Tuesday, September 18 and Friday, September 21.

How can I save money on registration?

You have TWO ways to save money on tuition fees. If you register by August 3, your tuition is reduced to \$795. We'd also like to give your colleagues the opportunity to share the techniques and new information you'll gain there, so we're offering a \$50 discount per registration for 2 or more colleagues registering from your company or organization. (\$50 discount applies only for September 19-20 *Lab Quality Confab* tuition.)

What happens if I need to cancel?

Substitutions may be made at any time. Cancellations through August 31 will receive a full refund. Cancellations after 5:00 P.M. on August 31 are subject to a \$75 cancellation fee.

Can I guarantee my investment?

If you aren't completely satisfied with the scope and content of *Lab Quality Confab*—if you don't leave with dozens of new techniques to improve the way you do business—we'll refund your tuition in full, promptly and courteously. We're confident you'll find *Lab Quality Confab 2007* to be time and money very well spent.

Can I earn continuing education credits?

Application has been made to make continuing education units (CEUs) available through the American Association of Clinical Chemistry.

Can I sponsor or exhibit at this event?

A limited number of sponsorship, advertising, and exhibit opportunities remain for this event.

Please contact Deborah Lucas Michel, R.N.
at 512-264-7103

www.labqualityconfab.com or call 800-560-6363

HOW DO I REGISTER?

1. Register online at: www.labqualityconfab.com
2. Call 800-560-6363. Our friendly staff can register you as well as answer any questions you may have.
3. Fax this completed form to:
707-829-9483
4. Mail the form with payment to:
THE DARK REPORT
21806 Briarcliff Drive
Spicewood, TX 78669

TUITION DETAILS:

Seminar tuition is payable to THE DARK REPORT. Tuition includes all meeting materials, lunches and refreshments, plus the evening receptions on Tuesday and Wednesday.

Tuition Calculator

Lab Quality Confab (SEPTEMBER 19-20)	# people x			
Register on or before August 3		x \$795	= \$	
Register after August 3		x \$895	= \$	
Less discounts (if applicable, 2 or more)		x \$ 50	= \$	

PRE-EVENT SEMINAR (SEPTEMBER 18) Leveraging Lean/Six Sigma Methods When Expanding Lab Services

(Full Day Seminar)	# people x			
Register on or before August 3		x \$325	= \$	
Register after August 3		x \$375	= \$	

PRE-EVENT SEMINAR (SEPTEMBER 18) "Best Practices" in Lean: Putting the Secrets of the Pros to Work in Your Clinical Laboratory Workflow

(Half Day Seminar)	# people x			
Register on or before August 3		x \$225	= \$	
Register after August 3		x \$275	= \$	

POST-EVENT WORKSHOP (SEPTEMBER 21) Change & Transformation: Preparing & Leading Your Health Organization on a Successful Quality Journey

(Full Day Seminar)	# people x			
Register on or before August 3		x \$325	= \$	
Register after August 3		x \$375	= \$	

POST-EVENT WORKSHOP (SEPTEMBER 21) Lean Bootcamp: Achieving Mastery with Concepts, Implementation, and Outcomes

(Full Day Seminar)	# people x			
Register on or before August 3		x \$325	= \$	
Register after August 3		x \$375	= \$	

TOTAL TUITION: \$ _____

Name 1

Title _____
Email _____
Organization _____
Phone _____ Fax _____
Address _____
City _____ State _____ Zip+4 _____

Name 2

Title _____
Email _____

Name 3

Title _____
Email _____

Name 4

Title _____
Email _____

Groups of 2 or more save \$50 per registration.

METHOD OF PAYMENT:

___ Check made payable to: THE DARK REPORT

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21806 Briarcliff Dr
Spicewood, TX 78669

Note: THE DARK REPORT
Fed.Tax ID No: 93-1187430

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Number _____ / _____
Expiration date

Signature _____

___ Credit card billing address is same as above

If different than above, please enter credit card billing address:

Address _____

City _____ State _____ Zip+4 _____

___ Please bill me and guarantee my registration upon receipt of payment.

___ Purchase order # _____

Lab Quality Confab

on Quality Management in Diagnostic Medicine

Lean Six Sigma Breakthroughs!

- Deploying Lean across 18 hospital labs to achieve standard work processes
- Zeroing in on Six Sigma performance in courier and logistics with 125 routes
- Using customer and staff surveys to drive continuous improvement
- 12-hospital system achieves zero adverse events after patient ID/blood Product project
- Applying Lean to laboratory sales/marketing to trigger a flood of new client accounts
- Real-time middleware dashboard with Lean transforms hospital lab service levels
- Histopathology successes with Lean Six Sigma projects boost productivity, cut TAT
- Combining Lean with lab automation to unlock ever-improving quality and labor input

*Supplemented with extra learning sessions!

Master Classes with Experts!

- *General Electric Health Solutions*
- *Ortho-Clinical Diagnostics*
- *Dade Behring, Inc.*
- *Siemens Medical Solutions*
- *Roche Diagnostics*
- *Beckman Coulter, Inc.*
- *Sysmex Corporation*
- *BD Diagnostics*
- *Premier, Inc.*
- *Sprick Stegall and Associates*
- *Argent Global Services*
- *A&T Corporation*
- *Karlsberger Lab & Technology Group*
- *Quest Diagnostics Incorporated*

*More than 49 presentations!

Case Studies & Best Practices!

- *Alverno Clinical Labs, LLC*
Hammond, IN
- *PAML, Inc.*
Spokane, WA
- *Henry Ford Health System*
Detroit, MI
- *North Shore LIJ Health*
New Hyde Park, NY
- *Sonora Quest Laboratories*
Tempe, AZ
- *Dynacare Labs Northwest*
Seattle, WA
- *Mayo Medical Laboratories*
Rochester, MN
- *Carilion Labs*
Roanoke, VA

*Plus other compelling stories

This special summit is for everyone active or interested in quality management!

Senior executives

of laboratories, pathology groups, hospitals and health systems who want to advance and sustain their organization's success.

Directors & Managers

seeking successful strategies to achieve gains and build top-performing teams.

Team members

motivated to learn new skills and wanting to expand their knowledge and network

Special sessions for basic, intermediate, advanced, and executive practitioners!

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Quality
Confab**
on Quality Management
in Diagnostic Medicine

**Last
Chance!**

Please Route To:

- ☐ Hospital Administrator
- ☐ Administrative Director, Laboratory Services
- ☐ Medical Director, Department of Pathology
- ☐ Project Leader, Laboratory Operations
- ☐ Laboratory Manager
- ☐ Pathologist
- ☐ General Manager
- ☐ Vice President, Operations
- ☐ Quality Program Director