

LEAN • SIX SIGMA • ISO 15189 • AND MORE!



September 29-30, 2009 • Hilton Hotel • Atlanta

**Third
Annual**

Lab Quality Confab

Master methods to slash costs while increasing quality and profit!

Boost Your Lab's Performance Now!

Special events you won't want to miss!

- DNV Healthcare on its new hospital accreditation program that combines ISO 9001 with Medicare
- Latest on ISO 15189—Medical Laboratories in U.S.A.
- Exhibition Hall featuring everything new and useful
- Master Classes for basic, intermediate, advanced learning in Lean—Six Sigma—Rapid Process Improvement
- Clinical Laboratory Learning Track with pre-analytical, automation and other successes
- Anatomic Pathology Learning Track showcasing histology lab and work flow innovations
- Combining Lean with new automation solutions: disruption ahead in microbiology, histology, & molecular

Plus!

**Continuing these
Lab Industry firsts!**



National Awards for Best Lean Six Sigma Project!

Poster presentations of Lean Six Sigma projects in clinical laboratories and anatomic pathology laboratories will be judged, with national awards and trophies for winners! Your laboratory can get national recognition for its accomplishments! Learn the details and enter your quality management project at www.labqualityconfab.com!

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

Acquire the skills, knowledge, and confidence you need to succeed! Understand Lean principles and how to use them more powerfully. Our popular one-day Lean Boot Camp is about the basics, along with hands-on mastery of core concepts. Register at www.labqualityconfab.com.

Presented & Produced by:



SPECIAL THANKS TO CORPORATE BENEFACTOR:

Ortho Clinical Diagnostics

a *Johnson & Johnson* company

Get all the news, details and updates, and register at:

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

Take Your Lab to Peak Performance!

Beat the Recession • Free up more cash • Attract more lab customers and revenue

Across the country! Across the globe!

It's the fastest-growing trend in the management and operation of laboratories and hospitals.

Lab managers and pathologists are using Lean, Six Sigma, and other quality management tools to unlock huge gains!

- ✓ **Faster turnaround times!**
- ✓ **Gains in productivity!**
- ✓ **Reduced costs!**
- ✓ **Better quality!**
- ✓ **Positive staff morale!**
- ✓ **Improved patient outcomes!**

It's time for your lab to check it out!

Put your laboratory and your pathology group on the path to world-class excellence!

Register today and guarantee a place for you and your team!

WITH AN ECONOMY IN RECESSION and more slow-pay or no-pay patients, innovative laboratories across the country are using Lean and Six Sigma to rapidly cut operational costs and significantly increase cash flow!

The upcoming Lab Quality Confab will show you how your lab can achieve impressive and speedy cost reductions using Lean Six Sigma—while at the same time improving quality and client service levels! This produces an impressive cash flow double play for your lab.

First, Lean Six Sigma efforts swiftly unlock major—even huge—reductions in operational costs. For hospital labs, that means dramatic budget savings. Saving money in ongoing operations increases your lab's cash contribution and delights your hospital and health system administrators.

Second, labs using Lean Six Sigma enjoy competitive advantage in the outreach marketplace. New outreach clients are attracted by these improvements in quality and service.

Growth in outreach specimens and revenue fuels increased profits to the laboratory. Help your laboratory boost its cash flow during these tough economic times. Join us at the third annual Lab Quality Confab in Atlanta on September 29-30. Learn how the nation's leading hospitals, laboratories, and pathology groups are using Lean Six Sigma to advance their clinical mission, while harvesting increased cash flow.

This is a “big tent” event designed to help beginners and veterans alike advance their understanding and skills in this exploding field of laboratory management. Our full range of learning opportunities provides unparalleled access to the successes and secrets of the nation's leaders in applying Lean Six Sigma methods in the clinical

laboratory, the hospital, as well as histology and surgical pathology. Register today to guarantee your place at these “must attend” sessions!

Who Should Attend...

SENIOR EXECUTIVES

wishing to learn 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.

**\$100 savings deadline —
September 12**



Puts You in the Front Row For World-Class Quality!

Everything you need! All at one time! All in one place!

We've made it easy, inexpensive, and accessible. It's your one-stop shop for all the quality knowledge, tools, experts, and case studies that you can use in your laboratory, hospital, and pathology group.

Look at this line-up of learning opportunities!

World-Class, Famous Speakers

Whether your interest is Lean, Six Sigma, ISO 15189—we've got the best experts in the world ready to share powerful knowledge with you in energized sessions!

Management Master Classes

This was a big hit at last year's Lab Quality Confab. Masters in different areas of Lean, Six Sigma, and Rapid Process Improvement conduct learning sessions designed to advance your skills in the tools and methods of quality management!

Lean Six Sigma Case Studies

Experience is the best teacher and we've assembled a broad range of Lean Six Sigma case studies. With topics ranging from specimen collection to blending Lean with automation in chemistry and hematology, you'll find inspiration and practical wisdom!



Exhibition of Firms Offering Quality Services

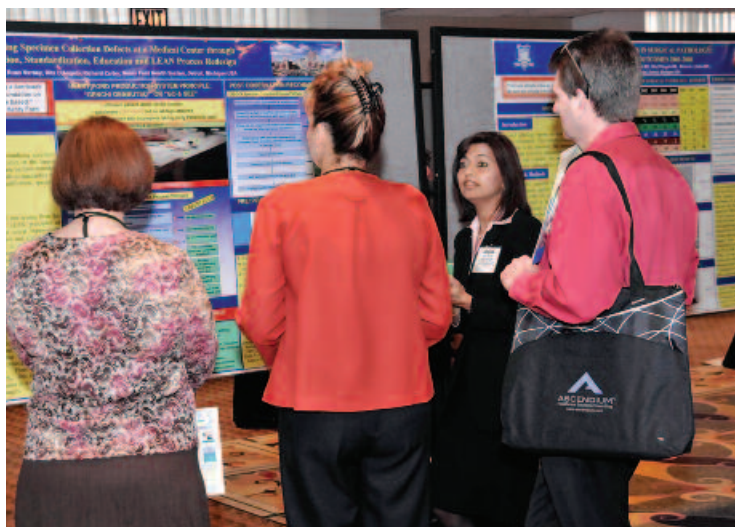
This is unique in the world. Our exhibition brings together quality consultants, educational programs, accrediting bodies, and IVD manufacturers with Lean Six Sigma services, making it a great resource to check out new companies that you can use to boost your lab's quality management program!

Lean Six Sigma Poster Sessions

With national awards and a total of \$4,000 in prize money, it's a chance to share your lab's success stories—and bring back cash that you can put to work in your organization!

Powerful Networking Opportunities

Yes! We've heard you! More time to network and meet new people, talk to our speakers, and interact with many of the world's leading experts on Lean and Six Sigma for labs, hospitals, and pathology groups!



\$100 Savings Deadline: September 12

Back By Demand! Experience Our Master Class Format

- National and global quality experts share their knowledge and experience.
- Intimate workshop settings
- Topics for beginners, intermediates, and masters.

Tuesday, September 29, 6:30 AM–8:50 AM: Continental Breakfast



7:00 AM–7:50 AM

► **Blending Green With Lean in Your Laboratory**

Vassilios I. Nicolaou, Vice President, Senior Laboratory Architect; **Lou Pallay**, Senior Associate, Karlsberger Laboratory & Technology Group, Columbus, OH

Now laboratories can reduce their environmental footprint while using Lean methods to continuously improve quality and productivity! Explore what it means to think “green.” Learn how the architectural design of the laboratory facility and work flow layout play a role in achieving environmental goals while furthering operational productivity. Discover the most effective ways to achieve a step-by-step transition to Green and Lean capability. Join us for this special, first-ever presentation.

► **ISO 15189: Taking Your Lab from Concept to Accreditation**

Caroline Mauer, Director, CAP ISO 15189 Accreditation Program, College of American Pathologists, Northfield, IL

ISO 15189 is gaining momentum as a global standard for laboratory accreditation. Gain an inside understanding of what distinguishes

ISO 15189 from existing U.S. laboratory licensure and accreditation programs. Find out the steps required for your laboratory to earn accreditation to the ISO 15189 standard.

► **Aligning Lab Automation and Lean Methods to Achieve World-Class Productivity in Your Lab**

Christine C. Brown, Consulting Skills Development Manager, Master Black Belt; **Diane Hoover**, Lean Six Sigma Black Belt, Workflow Consultant, Abbott Diagnostics, Abbott Park, IL

Is your lab struggling to get the right balance between automation and Lean work flow? Or do you have an underperforming automation system? This session has valuable insights about effective ways to use Lean methods to ratchet up the performance of automated systems. Explore how single piece/small batch work flow, “pull”, TAKT time, and similar Lean methods can turbocharge productivity in your laboratory.

8:00 AM–8:50 AM

► **Visual Management of Histology Workflow in Real Time and Day-by-Day**

Katja Lehmann, Ph.D., Manager Workflow Consulting, Leica Microsystems, Inc., Bannockburn, IL

It's simple, powerful, and profound! Visual management can be deployed in two dimensions. One application is the use of visual management in the histology work space to instantly identify slowdowns in workflow. The second is to apply visual workflow to the metrics and measurements in ways that precisely guide managers to achieve maximum flow and productivity. Another secret of visual management is that it puts control of work processes directly in the hands of lab staff. This means fewer disruptions and less downtime during the histology laboratory's peak production hours.

► **Using Kaizen Events and DMAIC Approach to Unlock High-Performance in Laboratory Work Flow**

Lorre Pacheco, Director, Sales Operations, Sunquest Information Systems, Tucson, AZ

In tandem, Kaizen events and DMAIC are regularly used by labs and other healthcare organizations to achieve remarkably swift improvements. Understand the secrets of organizing successful Kaizen events. Learn how DMAIC provides a clear roadmap for the process. Master the knowledge you need to unleash these tools within your own laboratory and lead the way to quality.

► **All the How's and Why's to Achieving Standard Work in the Laboratory**

Martha Sunyog, Lean Consultant, ValueMetrix Services, Ortho-Clinical Diagnostics, Raritan, NJ

Standard work is the cornerstone for much of the gains derived from Lean. Yet, standard work is often the most challenging element of a lab's Lean journey because too often, employees are reticent to adopt standard work. This session will arm you with everything you need to know and to do in gaining staff support for standard work, along with practical insights on getting it right the first time, then sustaining it throughout the lab.

► **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.

What are “Management Master Classes?”

Our management master classes are conducted by a recognized expert or an experienced Lean Six Sigma practitioner. The goal is to provide detailed information, along with real-world examples, to advance the understanding, skills, and effectiveness of attendees. At last year's *Lab Quality Confab*, these master classes were well-attended and a big hit with attendees!

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

7:00 AM–7:50 AM

► Organize Yourself & Organize Your Office! Using Lean in your Personal Workspace

Caroline Ambrose, Managing Consultant, Ascendium Consulting, Indianapolis, IN

It's an example of unmet customer needs. After helping lab clients with Lean projects, Ambrose is often asked by lab managers, who are now familiar with Lean methods, to help them organize their office and their work processes. This unique session will share the lessons learned, allowing attendees to take the best ideas back to use in their own laboratory. Before and after examples will document the power of these methods to improve the management effectiveness of willing practitioners. Plan to arrive at this session early because it was standing room only last year.

► Best Practices from Purchase Order to “Go Live”: Achieving Maximum Performance from Analyzers and Automation

Tina Mitchell, Customer Project Manager, and **Destry Darling**, Customer Project Specialist, Siemens Medical Solutions Diagnostics, Tarrytown, NY

Here's an important element that's overlooked. From the time a purchase order is executed until

the time the instrument or automated system goes live in the laboratory, there are valuable opportunities to apply Lean solutions to the process. Discover overlooked ways to collaborate with the vendor. Learn how to eliminate waste and unnecessary delays. Master the secrets of installation, validation and first-time “go live” success. This unique session gives you the insights and tools to dramatically improve the steps involved in purchase and installation.

8:00 AM–8:50 AM

► Achieving Lean Workflow By Improved Layout of the Laboratory

Steve Stone, Managing Director, Argent Global Services, Oklahoma City, OK

Your laboratory's layout is the cornerstone to achieving the high-performance Lean lab. See how a Lean-trained industrial engineer views your laboratory. Best of all, learn the proven ways to work around physical layout restrictions—without the need for remodeling or construction. Get what you need to make the most of existing space in your lab facility.



► Easy Steps to Internally Benchmark Your Lab and Unlock Major Improvements

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

Internal benchmarking is a well-kept secret, as well as a powerful tool to unlock major gains in productivity and reduced costs. Learn how to take data from your own hospital and laboratory and use it to guide your team to internal “best practices.” This is particularly effective for labs that are unique and frustrated with peer lab data sharing.

► Supercharging Histology Workflow: New Solutions, New Secrets, New Approaches

Kelsi Currier, Director of Workflow Consulting, Ventana Medical Systems, Tucson, Arizona

There are remarkable things happening in the histology laboratory. Lean work flow, in combination with automated histology systems, is unlocking major gains in productivity, turn-around time, and quality. Now you can explore how first-mover labs are putting these resources to work in ways that enable pathologists to accomplish more while delivering added value to referring clinicians.

► Poster Sessions for Lean 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.

Lab Quality Confab Delivers! Make Plans to Join Us! Past attendees give high marks...

“Lab Confab Overall – Excellent confab! Great selection of lecturers and broad range of subjects. Do it again!”

“We are just beginning to apply Lean at my facility. Therefore, I have gained much knowledge & many ideas about initiating and implementing projects.”

“Breaks, lunches, & reception were tremendous. Good food, good environment for socializing and networking.”

“It helps my understanding and learning to allow me to see the relationship between systems and the relationship between programs for QSM and lab operations. It will help me

better communicate key messages to internal and external customers as required.”

“Awesome, wonderful seminar! This is why I attended the conference! Thank you for all the great information.”

“Excellent—just exactly what I needed.”



General Sessions Day 1 • Tuesday, September 29

6:30 AM–8:50 AM

Continental Breakfast

9:00 AM–9:40 AM

Healthcare's New Reality: Why Patients' Expectation of Error-free Care Raises the Stakes for Labs and Hospitals

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

What is missing in Congressional debate about healthcare reform is the Voice of the Patient and the Voice of the Consumer. These voices are already triggering fundamental changes in the way laboratories, hospitals, and physicians relate to and serve their patients. Explore why quality management methods, including Lean, Six Sigma, and ISO, will be an irresistible force for change. Expect useful predictions about what will separate tomorrow's healthcare winners from tomorrow's healthcare losers.

9:40 AM–10:20 AM

New Choice for Hospitals: Achieving both Medicare Accreditation and ISO 9001 Accreditation at the Same Time

Patrick Horine, Executive Vice President,
Accreditation, DNV Healthcare, Inc.,
Cincinnati, OH

For the first time in 40 years, hospitals have a new option for Medicare accreditation. It's DNV Healthcare, which earned deemed status from CMS last year. DNV Healthcare offers American hospitals something never before available: accreditation approved by CMS and certification for ISO 9001. Get the inside scoop on why growing numbers of hospitals and health systems are considering this accreditation program integrated with ISO 9001 quality management system requirements. Understand how earning ISO 9001 certification improves a hospital's operations and outcomes—while boosting its competitive advantage with major employers in the community.

10:40 AM–11:20 AM

Case Study: St. Luke's Hospital Earns Simultaneous Accreditation with Medicare Accreditation and ISO 9001

Cheryl Roush, Organizational Quality Manager,
St. Luke's Hospital, Maumee, OH

As one of the first American hospitals to achieve, through a single process, both Medicare and ISO 9001, 216-bed St. Luke's Hospital has measurably improved in several key performance metrics. This session offers you a unique window into the lessons learned from the dual accreditation process. Understand the specific internal and operational benefits that resulted from the adoption of ISO 9001. Then, learn how the community, payers, and major employers in the community responded to this noteworthy achievement.

11:20 AM–12:00 PM

Case Study: One Laboratory's Experience in Taking ISO 15189 from Concept to Accreditation

Joseph Skrisson, CEO and Executive Director,
Piedmont Medical Laboratory, Winchester, VA

Join us for a combination of management strategy and operational implementation. As the nation's first-ever laboratory to achieve ISO 15189 accreditation last year, Piedmont blazed new ground for the lab industry. Hear why Piedmont and its parent health system decided that achieving ISO 15189 accreditation was the right business and operational goal to pursue. Learn what went well and what didn't, along with practical advice about how to avoid the pitfalls. Most importantly, get an objective picture of how and why adoption of ISO principles has lifted the laboratory's operational and quality metrics in ways that are recognized by physicians, patients, and payers.

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: Predicting How Quality Management Systems May Raise the Bar on Patient Outcomes while Changing the Delivery of Healthcare

Robert L. Michel, Moderator; Panelists: **Patrick Horine**, **Allie Karshenas**, **Leo Serrano**

Normally, predicting the future is problematic. However, quality management systems have a track record of being disruptive in many industries. Thus, our panel is in a position to offer informed perspectives about the way in which Lean, Six Sigma, and similar methods are poised to refashion the existing healthcare system. Expect fascinating and wide-ranging insights about how, as hospitals, laboratories, and physicians adopt quality management systems into their daily routines, existing standards of care and patient expectations will be powerfully transformed—almost always for the better.

5:45 PM–7:30 PM

GRAND RECEPTION in Exhibition Hall With food and refreshments—Exhibition is open

7:30 PM

Exhibition Ends

General Sessions Day 2 • Wednesday, September 30

6:30 AM–8:50 AM

Continental Breakfast

9:15 AM–10:00 AM

► **Blending Lab Automation and Lean: Best Practices in Pairing These Powerful Tools**

Ralph Dadoun, *Vice President of Corporate and Support Services, St. Mary's Hospital Center, Montreal, Quebec*

Following the principles of continuous improvement and process engineering, the laboratory team at 316-bed St. Mary's Hospital has tackled the challenges of applying both Lean and lab automation to improve performance. Learn the "best practices" identified by this lab as it studied the successes of other labs and applied them to its internal work flow. With 3.1 million tests per year and an active lab outreach program, the St. Mary's lab demonstrates the power of blending Lean and lab automation in effective ways. It has also earned accreditation under ISO 15189.

10:00 AM–10:45 AM

► **Helping Hospitals/Health Systems Jump-start the Use of Lab Testing to Boost Patient Outcomes**

Allie Karshenas, Ph.D., *Vice President of Healthcare Sales and Consulting Services, Amerinet, St. Louis, MO*

This special presentation connects the continuous improvement efforts of laboratories, hospitals, and health systems with success in helping patients achieve better health outcomes. In his work with many of the 2,000 hospitals and health systems that are part of Amerinet, Dr. Karshenas participated in innovative initiatives to better utilize laboratory testing in patient care with the specific goal of achieving measurable improvements in patients' health outcomes. Learn about these successes. Understand how ongoing quality management programs in the lab and the hospital directly contribute to better patient health. It was W. Edwards Deming who regularly emphasized that the long-term success of every organization rested on its ability to meet and exceed the expectations of its customers. Now explore how "best of class" labs and hospitals are leveraging lab test services to achieve improved health outcomes for the patients they serve.

10:45 AM–11:30 AM

► **Infusing Lean into Our Organization's Working Culture and Mindset: Lessons from Four Years of Experience**

Cindy Mand, M.B.A., *Director, Lean Enterprise, BloodCenter of Wisconsin, Milwaukee, WI*

Four years into its Lean transformation, BloodCenter of Wisconsin (BCW) has introduced Lean thinking throughout the organization, including all operational units and support departments. Achieving this first level of the Lean transformation required overcoming inertia, while developing systems and structures that encouraged staff to adopt the Lean way of thinking. Hear how BCW's leadership prepared the organization for this Lean journey. Learn about the challenges, pitfalls to avoid, and strategies to position your organization for success. Best of all, understand the key elements needed to successfully introduce and sustain Lean thinking in the laboratory organization.

11:30 AM–12:00 PM

► **Announcement of Lean and Six Sigma Poster Session Winners**

Presentation of trophies and cash awards to winners.

12:00 PM–1:00 PM

Lunch

3:15 PM–3:30 PM

Extracting the Important Lessons from the Third Annual Lab Quality Confab

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

Always a favorite session, Robert Michel pulls together the collective wisdom provided by more than 40 speakers during the two days. Understand the most important themes and insights that emerged during the two-days of high-energy sessions. Gain key learnings that you can put to work immediately in your own lab and hospital.

Master New Concepts! Meet Talented New People! *Past attendees talk about what they learned...*

"We have been proof of the Lean & Six Sigma Journey since 2004. It was good to meet others in this same journey and frustrations. Helpful and re-energizes our effort."

"It helps my understanding and learning to allow me to see the relationship between systems and the relationship between programs for QSM and lab operations. It will help me better communicate key messages to internal and external customers as required."



"Awesome, wonderful seminar! This is why I attended the conference! Thank you for all the great information."

"We have already begun our lean journey, so ideas I learned here at the Confab will be rolled into current plans for additional Kaizen events."

"Having gone through a Lean implementation, it helped reinforce our course of action – the problems identified were familiar."

\$100 Savings Deadline: September 12



Breakout Sessions Day 1 • Tuesday, September 29

2:00 PM–2:50 PM

► **Blending the Right Metrics with Lean Processes and Automation to Meet Increased Lab Test Volume**

April Gamache, Vice President, Business Services, Life Labs, Toronto, ON

It was a major effort to migrate from free-standing instruments to full automation in the high volume chemistry/immunochemistry lab. Discover the role that metrics played in guiding decisions about Lean work flow design. Understand why implementation of full automation in the high-volume chemistry and immunochemistry lab, with its new technologies, required a fresh approach to managing work flow, increasing throughput, and accomplishing maintenance. With 18,000 patients served daily, this is one of the largest laboratories in North America.

► **How to Build the Quality Improvement Mindset and Sustained Effort into the Lab Organization**

Bonnie Messinger, CPHQ, Quality Manager, ARUP Laboratories, Salt Lake City, UT

This session provides the practical wisdom ARUP has learned about teaching and sustaining the continuous improvement mindset across the entire organization. Quality improvement projects now occur regularly in virtually every testing section at ARUP. Here is highly useful knowledge about the techniques and secrets that worked at ARUP to transform it into a dynamic learning organization.

► **Lean and Lab Automation: Pursuing the New Paradigm in Modern Microbiology**

Leo Serrano, Director of Laboratory Services, Avera McKennan Hospital and University Health Center, Sioux Falls, SD

Microbiology is at the crossroads of a major transformation for two reasons. First, a steady flow of microbiology automation solutions is coming to market. Second, laboratories are beginning to apply Lean and Six Sigma to work

flow in microbiology. At Avera McKennan, both resources are being combined with traditional microbiology while work processes in microbiology are undergoing a radical re-engineering. Learn how to avoid automating bad work processes. Gain insights about why a post-Lean microbiology workflow makes it possible to dramatically reduce average test turnaround times in microbiology while increasing productivity.

3:00 PM–3:50 PM

► **Using Customer Satisfaction Feedback to Guide the Flow of Lab Tests in a Multi-Hospital System**

Patricia Luhan, Ph.D., Corporate Executive Director, Department of Pathology and Laboratory Medicine, Beth Israel Medical Center, New York, NY

One basic aspect of Lean is the use of customer satisfaction to guide the ongoing improvement efforts of the organization. At Beth Israel's laboratory, customer satisfaction was a key component in the ongoing makeover of a laboratory performing eight million tests per year. Chartered by leadership to support the continuum of care in added-value lab testing services, Beth Israel's lab redirected both the flow of specimens and testing sites within the system based on customer satisfaction. Among other surprising outcomes was the removal of pre-analytical automation to allow implementation of single piece/small batch workflow—with the added benefit of freeing up additional space in the core laboratory.

► **Using Lean to Create High-Performance Work Flow in a Histology R&D Laboratory**

Dave Stanforth, Director, Workflow Applications R&D, Dako A/S, Glostrup, Denmark

Expect a fascinating session about how this research and development laboratory uses Lean and process improvement techniques. As used in day-to-day operations, these methods generate major improvements in quality, productivity, and turnaround time. Next, lessons learned from

these R&D lab improvement projects are then incorporated into the design and performance of the histology systems which eventually are sold in the clinical marketplace. See how this R&D lab's use of Lean creates work flow solutions for clinical laboratories.

► **Effective Ways to Use Metrics to Achieve “Best Practice” Performance in Your Lab**

Thomas Joseph, Managing Partner, Management Insight, Ann Arbor, MI

Quality practitioners understand the power of metrics to drive focused, powerful changes in the laboratory. Here's an invaluable presentation that teaches successful ways to use metrics, with the goal of achieving “best practice” performance in your laboratory. Learn why the most common laboratory metrics are inadequate to support continuous improvement. Explore how Joseph's recommended metrics generate immediate real-time insights and identify opportunities to improve work flow and to sustain Lean improvements.

4:00 PM–4:50 PM

► **Achieving True Lean in Hematology with Full Automation, Integration, and Paperless Solutions**

Mary Ann Burich-Boccia, Administrative Director, Department of Pathology and Laboratory Medicine, Mercy Medical Center, Canton, OH

Having done its first Lean improvements in 2004, the laboratory at Mercy Medical Center decided it could do a comprehensive Lean make-over of hematology to accommodate increased outreach volume and achieve faster turnaround times. Explore how single piece work flow methods were combined with integrated automation solutions. Understand the role of digitized images and the deliberate effort to go paperless to achieve major gains in quality and productivity.

Now in it's third year! Lab Quality Confab Brings You the Best and the Newest!

Some highlights from the first two years....



2007—**Rosalee Allan**, COO of PAML, Inc. of Spokane, Washington, describes her lab's success at achieving 5+ Sigma performance in its ability to pick up and deliver specimens, along with how its integrated customer relationship management system (CRM) supports Lean Six Sigma improvement projects throughout the organization.



2008—**Lucy Thompson, R.N.**, Improvement Specialist at the UPMC Center for Quality Improvement in Pittsburgh, Pennsylvania, wows the crowd with a description of UPMC's "Smart Hospital Room." Designed from a Lean philosophy, the goal was to improve patient safety and health outcomes. The smart room automatically recognizes care team members and uses video monitors to instantly inform both patient and care team member what clinical or other services should take place.



2007—**Sam C. Terese**, COO of Alverno Clinical Laboratories in Hammond, Indiana, shares the challenges of deploying Lean across the 18 hospital labs in his organization's "super lab," along with the successes in achieving common work processes, single piece/small batch flow, and standard work in these multiple locations.



2008—**Tom Pettersson, Ph.D.**, Head of Development at Capio Diagnostics/Unilabs, St. Görans Hospital in Stockholm, Sweden, presents details about the patient-focused and patient-centered approach to care, built upon use of continuous improvement and system of prevention methods. In this integrated care continuum, laboratory testing plays an integral role.

► Easy-to-Collect and Easy-to-Manage Metrics That Tell the Best Story to Staff and Administration

Sandy Hood, Administrative Director of Lab and Pathology Medicine, Riverside Methodist Hospital, Columbus, OH

Tracking the results of process improvement projects is an important part of the Lean Six Sigma effort. In this compelling session, you'll learn which metrics are most important to guide laboratory staff in their continuous improvement programs. You'll also see which metrics do the best job of informing administration about the

gains happening in the Lean Laboratory. The emphasis is on 'easy-to-use' and 'easy-to-manage', because the cornerstone of Lean is simplicity. Session leader Sandy Hood holds a unique distinction. She is the first hospital laboratory professional in the United States to earn a Six Sigma Black Belt.

► Our Lab's Journey to Single Piece Workflow: Why It's Important to Move Upstream to Specimen Collection

Linda Guay, Laboratory Operations Manager, St. Joseph Medical Center, Tacoma, WA

Once major gains were achieved in the high volume core lab, laboratory staff at St. Joseph

Medical Center quickly recognized how adopting single piece work flow upstream from the lab would unlock further gains. Starting with pre-analytical, improvement teams addressed phlebotomy, patient service centers, and courier/logistics. Projects are currently taking place with the emergency department. Understand the best ways to apply single piece/small batch work flow to each of these activities. Learn the do's and don'ts when implementing these improvements.

\$100 Savings Deadline: September 12



Breakout Sessions Day 2 • Wednesday, September 30

1:10 PM–2:00 PM

► **Inventing the “Mini-Lean Model” to Achieve Fast, Lean, Efficient Results**

Hannah Proczter, Assistant Vice President of Laboratories; **Ed Giugliano, Ph.D.**, Project Coordinator, Black Belt, North Shore LIJ Health System Laboratories, Lake Success, NY

As one of the nation's largest health systems, North Shore-LIJ needs to implement Lean across many sites performing laboratory testing. To create a culture of continuous improvement—while at the same time achieving standardization and integration—the laboratory uses what is dubbed the “Mini-Lean Model.” The emphasis is on preparation, study, and analysis to ensure that Kaizen events produce effective, sustainable improvements. Topics in this session include: tracking specimens across multiple sites, applying Lean to the med tech role to shed non-value added tasks, elimination of paper forms and paper-based work flow in the lab, and much more.

► **Slashing Pap Smear Turnaround Time with Lean to Gain Competitive Market Advantage**

Jason Newmark, Director; **Virginia Blake**, Performance Improvement Specialist, Baystate Reference Laboratories, Baystate Medical Center, Springfield, MA

Cytology labs greatly benefit from Lean. This fascinating case study was prompted by the need to improve turnaround time for Pap smear test results to compete for outreach business. Handicapped by lack of space, difficulty in hiring additional cytotechnologists, and a limited-function computer system, the Lean team at Baystate attacked this project with vigor. Explore the different solutions used to improve Pap test turnaround time while boosting productivity and

cutting costs. Discover how faster TAT played a key role in attracting plenty of new outreach clients. Come away with the practical knowledge you can apply successfully in your cytology lab.

► **Achieving ISO 15189 Accreditation in the Mid-Size Hospital Laboratory**

Bonnie Van Schoik, Director of Laboratory Services, Blanchard Valley Hospital, Findlay, OH

Earlier this year, the laboratory at 150-bed Blanchard Valley Hospital became only the third laboratory in the United States to achieve accreditation under ISO 15189. Learn how and why lab and health system administration tackled this challenge. Understand the direct benefits which resulted from adopting ISO standards. Find out how laboratory staff responded to the accreditation effort and why morale increased substantially as adoption of ISO standards proceeded.

2:10 PM–3:00 PM

► **Lean Six Sigma Makeover of Patient Registration Billing Process Triggers More Collected Revenue**

Bill Romanelli, Manager, Outreach, Washington Hospital Center, Washington, DC

To unlock major increases in revenue, the laboratory at Washington Hospital Center applied Lean Six Sigma methods to the patient registration process. When combined with work flow improvements in the billing process, this Lean Six Sigma project produced significant increases in net collected revenue. By doing a better job at patient registration, a cascade of benefits were realized as the patient's specimen and billing system moved through the front end processes into the laboratory and onward to the billing system. Learn why improved patient registration can unlock major increases in collected revenue. Understand how to identify problems and implement effective improvements.

► **Baldrige Basics: What It Does and How Its Use Boosts Your Lab's Quality**

Cindy Gruben, Administrative Laboratory Director, Banner Desert Medical Center and Cardon Children's Hospital, Mesa, AZ

As the nation's most prestigious quality achievement, only a handful of hospitals and healthcare providers have won a Baldrige Award for Quality. Understand the way in which Baldrige guidelines differ from a quality management system like ISO. Learn why use of these guidelines in your laboratory can help raise quality and improve customer satisfaction. Gruben is an examiner for the Arizona Quality Alliance and provides practical insights about the benefits that accrue from adopting Baldrige guidelines.

► **“Lean Be the Tube”: Slashing Pre-Analytical Turnaround Time By Encouraging Constant Movement of Specimen Tubes**

Shelley Hanson, System Technical Specialist—Quality Laboratory Services of Arizona, Sonora Quest Laboratories, Tempe, AZ

Here's a clever application of Lean and DMAIC methods to achieve substantially faster pull from accessioning to the testing departments. Working with the emergency department, the Lean team personified every tube as a patient. Learn how staff responded by keeping stat tubes always on the move. Explore the first in/first out strategy that was supported by the ED. Understand why these workflow changes not only helped the lab meet stat TAT at or above the 90% level, but also caused average inpatient test TAT to significantly shorten as well.

Don't miss these important workshops!

Two Special Learning Opportunities on Thursday, October 1

Register separately for either of these seminars

Optional Post-Event Seminars • Thursday, October 1

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, exercises will demonstrate the power of these techniques to transform your organization. A rich variety of case studies and real life examples help bring these techniques to life. You'll learn 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.

This Lean Boot Camp is a great way to acquire the knowledge you need. Plan to attend with several of your team members. Learn the Lean you need to succeed!

Workshop schedule is 8:00 AM to 4:30 PM on Oct. 1

Meet Your Seminar Leaders

Anne Daley, Senior Consultant
Nora Hess, Managing Consultant
Chi Solutions, Inc., Ann Arbor, MI

Half Day Workshop

Simplified Six Sigma: Four Easy-to-Use Tools for Fast, Impressive Results in Your Laboratory

Master powerful ways to unleash major improvements in your lab by use of these four powerful and overlooked tools!

QUITE OFTEN, LABORATORY PROFESSIONALS fail to give Six Sigma the full respect and recognition it deserves for its ability to deliver impressive improvements. That will change after you participate in this special one-day workshop, designed for basic and intermediate level learners!

You'll learn how four basic and easy-to-use Six Sigma tools can be easily used within the DMAIC process to achieve fast, substantial improvements in your laboratory or hospital. The four tools are: Input-Process-Output Diagram (IPO), process mapping, the cause and effect matrix, and FMEA (failure mode and effects analysis). Explore the most powerful ways to combine and blend these tools in an integrated approach to rapid process improvement.

Learn what's different—and what's similar—about Lean and Six Sigma, along with practical ways you can apply these methods. Use them to unlock major gains in your lab's quality and productivity. This unique workshop puts you in the driver's seat for achieving swift and impressive results in your next improvement project.

Lean may be the way to harvest the low hanging fruit, but Six Sigma continues to be the unmatched approach to unlocking deep, ongoing improvements in your lab's work flow. Here's an exceptional opportunity for you to acquire new skills and understanding. Act now to reserve your place at this special workshop!

Workshop schedule is 8:00 AM to 1:00 PM on Oct. 1

Meet Your Seminar Leader

M. Susan Stegall, Managing Partner
Sprick, Stegall and Associates LLC, Salem, OH

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

\$100 Savings Deadline: September 12

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

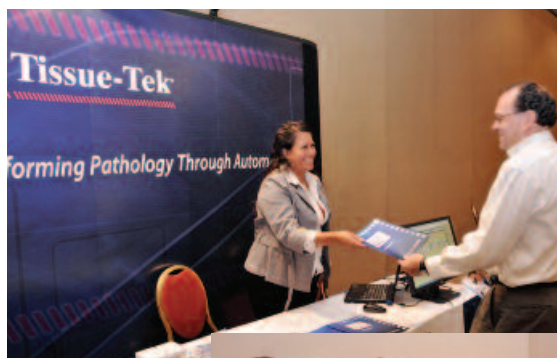
It's another lab industry first!

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 2008. It's a great opportunity to check out the quality marketplace!

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



Lean-Six Sigma Poster Presentations

Win National Recognition for your project!

Trophies and \$4,000 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 \$4,000!

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.)

“Absolute Must for Anyone Involved in Lean, Six Sigma, & Process Improvement!”

10 Reasons Why You Should Be Here...

Each year, *Lab Quality Confab* attracts the brightest and best laboratory managers. Why? Read below to find out...

Ten compelling reasons why you and your quality team should be with us at *Lab Quality Confab*!

- 1** 40+ presentations give you the full picture on what's really happening!
- 2** Get personal and up close with our experts to learn answers to your most pressing challenges in quality improvement!
- 3** Learn from early-adopter labs willing to tell you the truth about what works, what doesn't, and how to save time and money by doing it right the first time!
- 4** Update your personal network and meet experts not found at other lab gatherings!
- 5** Our *Lab Quality Confab* is your vital compass check—to keep your lab moving in the right direction!
- 6** Two days at the *Lab Quality Confab*, gives you ten times the advice, insight, and information you'd get from a lab consultant—at a fraction of the price!
- 7** Confidently separate fact from fiction, as working lab directors share the truth of their story and the lessons they've learned!
- 8** Access quality management knowledge unavailable anywhere else, at a price that averages just \$19.83 per speaker!
- 9** Build your knowledge base of useful ideas and industry resources necessary to keep your laboratory at the competitive edge!
- 10** Do all this and more, while enjoying a fine hotel and excellent food in one of America's best-loved cities!

**Lots of wisdom!
Great networking!**

Read What Lab Quality Confab's Satisfied Customers Say... You'll get high-quality content, plus powerful ideas you can use now!

“Definitely a first-class event!”

“Gained a lot of new fresh ideas. It's great to see so many people out there doing Lean.”

“Let's do this again – Good input from many sources. This has been a wonderful confab.”

“Every speaker has information that you can put to use. Books are no replacement for personal accounts as given by the speakers here.”

“Thursday morning sessions drove home things I want to work on. Wednesday was

great for getting me into brainstorming mode. The agenda line-up worked well!”

“Even though we are farther along, there were ideas and methods that were innovative and unique. Good program.”

“Thank you for putting this together and providing a forum to share ideas and learn new ones. Excellent!”

“The poster session had some really great stories.”

“The ideas shared by speakers were not all big. I got enough small culture-changing hints that I can incorporate immediately.”

“Every session I attended was beneficial, gave me food for thought on ideas to implement in our laboratory. Lean and work standardization are doable and sustainable.”

“Breaks, lunches, & reception were tremendous. Good food, good environment for socializing and networking.”

Satisfied Customers are the best recommendation!

\$100 Savings Deadline: September 12

Overview and Schedule Summary

Two days of powerful learning, with post-event workshops

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 28	September 29	September 30	October 1
 Pre-Event Activities 5:30 PM–7:30 PM Get Acquainted Reception with Food and Refreshments 6:30 PM–8:30 PM Early Registration	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–7:30 PM GRAND RECEPTION & EXHIBITION	Day Two 7:00 AM–8:50 AM Master Class Sessions 8:00 AM–8:50 AM Poster Session For Lean Six Sigma Projects 9:15 AM–11:30 AM General Session 11:30 PM–12:00 PM Award of Prizes for Best Poster Presentation, with award checks and trophies 12:00 PM–1:00 PM Lunch 1:10 PM–2:00 PM Concurrent Breakout Sessions 2:10 PM–3:00 PM Concurrent Breakout Sessions 3:15 PM–3:30 PM General Session	Post-Event Activities Optional Workshops (Must pre-register) 8:00 AM–4:30 PM Lean Bootcamp: Achieving Mastery with Concepts, Implementation, and Outcomes 8:00 AM–1:00 PM Simplified Six Sigma: Four Potent Tools that Unlock Fast, Easy Results 

Frequently Asked Questions

When is it? Where is it?

Lab Quality Confab 2009 takes place on Tuesday and Wednesday, September 29-30, 2009, at the Hilton Hotel, 255 Courtland Street NE, Atlanta, Georgia 30303. Phone (404) 659-2000.

Where can I stay?

The Hilton Hotel, located at 255 Courtland Street NE, is in downtown Atlanta, where there are fine restaurants and other diversions. As a *Lab Quality Confab 2009* 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 September 12, 2009—rooms will be released after that date. The toll-free number is 877-667-7210. Be sure to mention *Lab Quality Confab 2009* when making your reservation. To book your hotel room online, please visit our *Lab Quality Confab* hotel reservation website at www.labqualityconfab.com/travel.htm. If you would rather call the hotel, please ask for the *Lab Quality Confab* rate.

How much does it cost?

Tuition is \$945 for *Lab Quality Confab 2009*. Attendance is optional for the post-event workshops and seminars (\$425 or \$299 tuition) to be conducted on Thursday, October 1.

How can I save money on registration?

You have TWO ways to save money on tuition fees. If you register by September 12, your tuition is reduced to \$845. 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 29-30 *Lab Quality Confab* tuition.)

What happens if I need to cancel?

Substitutions may be made at any time. Cancellations through September 12 will receive a full refund. Cancellations after 5:00 P.M. on September 7 are subject to a \$175 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 2009* 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 Justin Clark
at 512-264-7103

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:
512-264-0969
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 Monday and Tuesday.

Tuition Calculator

Lab Quality Confab (SEPTEMBER 29-30) # people x

Register on or before September 12 x \$845 = \$ _____
 Register after September 12 x \$945 = \$ _____
 Less discounts (if applicable, 2 or more) x \$ 50 = \$ _____

OPTIONAL POST-EVENT ACTIVITIES (OCTOBER 1)

Lean Boot Camp – Achieving Mastery with Concepts, Implementation and Outcomes

(Full Day Seminar) (8am – 4:30pm) # people x

Register on or before September 12 x \$375 = \$ _____
 Register after September 12 x \$425 = \$ _____

Simplified Six Sigma: Four Easy-to-Use Tools for Fast, Impressive Results in Your Laboratory

(Half Day Seminar) (8am – 1pm) # people x

Register on or before September 12 x \$249 = \$ _____
 Register after September 12 x \$299 = \$ _____

TOTAL TUITION: \$ _____

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Please provide information as you would like it to appear on your badge.

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
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Signature _____

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

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City _____

State _____

Zip+4 _____

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

___ Purchase order # _____

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

Lab Quality Confab

on Quality Management in Diagnostic Medicine

Lean Six Sigma Breakthroughs!

- Medicare & ISO 9001 accreditation for hospitals with DNV Healthcare.
- Achieving Single Piece Workflow with smart specimen collection.
- Labs in U.S. and Canada Share Lessons from ISO:15189 accreditation.
- Sustaining the Lean Culture to achieve ongoing gains.
- Applying Lean to laboratory automation in the high-volume core laboratory.
- Lean transforms microbiology with improved quality, reduced errors.
- Histopathology successes with Lean Six Sigma projects boost productivity, cut TAT.
- Secrets of successful Kaizen events and Six Sigma projects.

*Supplemented with extra learning sessions!

Master Classes with Experts!

- *Ortho-Clinical Diagnostics*
- *Sprick Stegall and Associates*
- *Siemens Medical Solutions*
- *Leica Microsystems, Inc.*
- *BD Diagnostics*
- *Ascendium Consulting*
- *Chi Solutions, Inc.*
- *Argent Global Services*
- *College of American Pathologists*
- *Abbott Diagnostics*
- *Dako A/S*
- *Sunquest Information Systems*
- *Ventana Medical Systems*

*More than 40 presentations!

Case Studies & Best Practices!

- *Piedmont Medical Laboratory*
Winchester, VA
- *ARUP Laboratories*
Salt Lake City, UT
- *Blood Center of Wisconsin*
Milwaukee, WI
- *St. Mary's Hospital Center*
Montreal, Quebec, Canada
- *Baystate Medical Center*
Springfield, MA
- *Avera McKennan Hospital*
Sioux Falls, SD
- *North Shore LIJ Health*
Great Neck, NY
- *LifeLabs*
Toronto, Ontario, Canada

*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!