

Executive Roundtable

CONNECTING HEALTHCARE LEADERS

Improving Healthcare Quality and Financial Outcomes

How Lean Delivers For Hospitals

February 2–3, 2010 • Scottsdale, Arizona



You are invited to join a select group of senior hospital administrators in an executive roundtable discussion. Hear from colleagues who have successfully used Lean to improve quality and reduce operating expenses at their institutions. Discuss the role of leadership in establishing a Lean culture. Learn how Lean can help bring about physician engagement and collaboration.

To ensure a high-impact interactive experience, conference attendance will be extremely limited.

Hosted by

Ortho Clinical Diagnostics

a *Johnson & Johnson* company

agenda

Monday February 1

7:30 p.m. **Dessert Reception**

Tuesday February 2

7:00 a.m. **Breakfast**

7:30 a.m. **Welcome and Introductions**

KEYNOTE PRESENTATION

Improving Quality and Financial Outcomes with Lean

Dr. Nelson is a passionate advocate and exponent of quality improvement in healthcare, with extensive experience in applying Lean to improve clinical and financial performance, while increasing patient, staff, and physician satisfaction.

Dr. Nelson will discuss how leadership can transform the culture and performance of their organization by applying Lean thinking. He will share examples of the successful application of Lean in healthcare settings and its impact on financial and quality measures.

Drivers of sustainable Lean implementation and critical factors for leaders to assure successful and sustainable Lean implementation will be discussed.



Michael Nelson, MD
Lean Six Sigma in Healthcare

Putting Lean into Practice

Having recognized the need for change, the challenge for leadership is how to move forward with Lean implementation and maintain the momentum of a Lean initiative for long-term, sustainable gains. With extensive experience in applying Lean principles within and outside healthcare, Lewis Lefteroff understands the steps needed to embark on and sustain a Lean journey. In his presentation, he will review success factors for organizational transformation and discuss the role of leadership in effecting cultural change.



Lewis Lefteroff, MSIE
Lean Tool Master and Six Sigma Black Belt Senior Consultant, ValuMetrix® Services

CASE STUDY

The Lean Journey — Perspective from the C-Suite

A first hand account of Lean initiatives implemented across an organization. The financial impact of initiatives in different departments will be reviewed, together with the critical success factors for system-wide Lean implementation.

Lunch

Engaging Physicians in the Lean Journey — An Administrator's Perspective

With seven hospital campuses and more than 1,800 beds, Florida Hospital is adopting Lean on an enterprise-wide scale. Having seen Lean's ability to manage healthcare costs, improve patient care, and make better use of staff, the healthcare system has applied it to Surgical Services, Nursing and Emergency Services (across the seven-hospital system), and various ancillary areas. Highlights of the Surgical Services initiatives and a discussion of the role of administrative and physician leaders to accomplish success will be covered.



Tom McLaren, RN, BSN, MBA
Director Surgical Services, Florida Hospital

WORKSHOP

Engaging Physicians in Lean Standard Work

Engaging physicians in Lean initiatives can present a significant challenge to successful implementation. This workshop will explore the consequences of not gaining physician acceptance and the relationship of physician clinical decision-making alignment to continuous quality improvement.



Participants will develop an actionable plan for physician engagement, including escalation strategies for when problems occur.



Michael Nelson, MD
Lewis Lefteroff, MSIE

3:00 p.m. **At Leisure**

6:30 p.m. **Cocktails & Dinner**

Wednesday February 3

7:00 a.m. **Breakfast**

7:30 a.m. **Designing for Lean**

Applying Lean principles to facility design helps ensure the new building layout enables process efficiencies. Using examples from his extensive experience with hospital facility design, Mike Hogan will discuss how to incorporate Lean principles into facility planning and the benefits derived from this approach.

Linda Pearson will review the experience of Mayo Scottsdale as they planned the construction of a new laboratory. The rationale for taking a Lean approach, the process for integrating Lean in facility planning, and departmental performance in the new facility will be discussed.



Mike Hogan, Managing Member
Process Business Solutions LLC



Linda Pearson, MBA
Director, Mayo Clinic Scottsdale

LEADERSHIP WORKSHOP

**Being a Lean Executive:
Why is it important? What does it mean?**

For cultural change to take hold, it must be led from the top. This workshop provides the conceptual framework for senior leader engagement and provides two levels of practice in its application — one for those early in the Lean journey, another for those farther along the path.

This workshop will provide a conceptual framework for managing Lean at the executive level. Learn how small doses of executive engagement can sustain Lean improvements across functional boundaries.



David Mann, PhD
Shingo award-winning author of
“Creating a Lean Culture: Tools to
Sustain a Lean Conversion”

Lean Maturity Assessment

To move forward effectively with Lean, leadership needs to understand their organization’s current readiness to get to the next level of Lean implementation. The Lean Maturity Assessment helps leadership develop a plan for Lean implementation by reviewing current practices and identifying potential obstacles to effective deployment.



Lewis Lefteroff, MSIE
Lean Tool Master and Six Sigma Black Belt
Senior Consultant, ValuMetrix® Services

11:45 p.m. **Wrap-up/Adjourn**

12:00 p.m. **Box Lunch**

“An effective combination of theory/advice vs. case studies.”

Wright Lassiter, CEO
Alameda County Medical Center

“Enlightening, stimulating. Great high-level overview. Ample time for networking.”

Larry Grossman, MD, Chief of Staff
York Central Hospital

“It’s really helpful to hear someone say, ‘A year ago we hadn’t started Lean, but here are four steps we took in the past 12 months. Here are three ways we screwed up and here are the four things that worked really well.’”

John Caverno, Senior Vice President
Excelsa Health Hospitals

Details and registration:

www.ValuMetrixEvents.com

Or contact Mary Lombard, Event Coordinator
1-732-648-1184 | mlombar@its.jnj.com

Improving Healthcare Quality and Financial Outcomes

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Registration Fee

\$975 includes

- All participant materials
- February 1 welcome reception
- February 2 breakfast, lunch, and dinner
- February 3 breakfast and lunch

Group Discounts

20% discount per person for groups of two or more people from the same institution.

General Information

Venue:

Scottsdale Marriott at McDowell Mountain
16770 North Perimeter Drive
Scottsdale, Arizona 85260
1-480-502-3836

Cancellation Policy:

Cancellations made less than 5 business days prior to the program start date are subject to a \$150 cancellation fee.

Contact:

Mary Lombard
Registration Coordinator
1-732-648-1184
Email: mlombar@its.jnj.com

Hotel Reservations:

A limited number of rooms have been reserved at the Scottsdale Marriott at MacDowell Mountain. *A special rate of \$149 will be offered until January 8, 2010.*

To receive this rate, contact the hotel directly at 1-480-502-3836. Ask for the Ortho Clinical Diagnostics rate. The rooms are held for the nights of February 1-2, with the session on February 2-3. Rooms are available on a first-come, first-serve basis.

Ortho Clinical Diagnostics
a  company

register

Space is limited. Register early!

Yes, I will attend the Executive Roundtable on February 2–3, 2010, in Scottsdale.

REGISTRANT ONE:

Name _____

Title _____

Email _____

Phone _____

REGISTRANT TWO:

Name _____

Title _____

Email _____

Phone _____

ORGANIZATION:

Organization _____

Street Address _____

City _____

State _____

Zip _____

REGISTRATION FEES:

Single Registrant 1 x \$975 = \$ _____

Multiple Registrants x \$780 = \$ _____

TOTAL ENCLOSED: \$ _____

PAYMENT METHOD:

Check:

Mail payment to: Ortho-Clinical Diagnostics, Inc.
9706 Royal Colony Drive
Waxhaw, NC 28173
Attention: Mary Lombard

Invoice institution: P.O. # _____

Credit Card:

To pay by credit card,
please enroll online at www.ValuMetrixEvents.com

Registration Deadline: January 3, 2010

Fax to 1-832-747-6790 or register online
www.ValuMetrixEvents.com