

EXECUTIVE SEMINAR & WORKSHOPS



ADVANCING  
**LEAN**   
in Surgical Services

Take your organization to the next level

June 2-3, 2010  
Chicago, Illinois

**Early Bird  
Discount:**  
25% off when you  
register by March 15  
PLUS BONUS -  
free copy of *Lean  
Hospitals* by Mark  
Graban

To register online: [ValuMetrixEvents.com](http://ValuMetrixEvents.com)

Sponsored by



June 2-3, 2010  
Chicago, Illinois

ADVANCING  
**LEAN** .....

in Surgical Services



**TAKE YOUR  
ORGANIZATION  
TO THE NEXT  
LEVEL WITH LEAN**

At no other time has it been so critical to implement continuous improvement in healthcare operations. Join us to hear how healthcare organizations are transforming their perioperative operations with Lean.

Enrich your process improvement initiatives with new ideas, new tools, and new energy. You'll hear from recognized experts, exchange practical tips with fellow professionals, and advance your knowledge with in-depth workshops.

Whether you are just getting started with Lean or are well along the path of your Lean journey, these two days will provide strategies and techniques you can put to practical use:

- Hear how leaders drive continuous improvement
- Gain insight from healthcare professionals who have implemented Lean
- Advance your knowledge and skills with practical tools for effective Lean implementation

enhance excellence ..... improve your process ..... increase productivity



## PEER-TO-PEER PRESENTATIONS

Hearing directly from peers with real-world experience is a powerful way to increase your understanding of Lean. Learn from executives of leading organizations, as they share lessons learned, best practices, and future plans.

## SKILL-BUILDING WORKSHOPS

Learn proven, practical ways to apply Process Excellence to your enterprise. Each workshop leader brings a depth and breadth of experience from years of applying Lean to healthcare settings. Take your own Lean expertise to a higher level.

## NETWORKING AND MORE...

Take part in unhurried discussions with presenters and peers at lunch and at our evening reception. One of the many benefits of this event is the opportunity to build new learning relationships with healthcare professionals who are happy to share their personal experience and Lean best practices.

••• reduce errors ••• eliminate waste ••• improve staff satisfaction ••• achieve sustainable gains

## Lewis Lfteroff, MSIE

Lean Tool Master and  
Six Sigma Black Belt  
Senior Consultant, ValuMetrix® Services  
Ortho Clinical Diagnostics



KEYNOTE  
SPEAKER 

As a Lean Tool Master and Six Sigma Black Belt, Lewis is an expert in driving Business Excellence with a focus on quality, cost, and timeliness. A graduate of the University of Miami, he earned both bachelor of science and master's degrees in Industrial Engineering.

After leading numerous lean improvements in medical device manufacturing, Lewis has progressed along the value stream toward the customer, driving Lean improvements in materials management as well as quality systems and transactional processes. Continuing into the hospital was his next step in bringing Lean improvements to the customer. Lewis has worked with hospitals across North America and around the world training, leading, and coaching teams in implementing Lean methods and management systems in areas including OR, sterile processing, laboratory, radiology, and pharmacy.

Mr. Lfteroff was a pioneer in "Managing in a Lean Environment". He works with senior executives around the world to develop and deploy enterprise-wide strategies for engaging front-line staff in implementing continuous improvements.

## Advancing Lean in Surgical Services Wednesday, June 2

KEYNOTE

### A Brave Lean World: Putting Lean into Practice

Your organization is under pressure to improve. But how? Rather than looking at comparable organizations and emulating them, Lean methodology focuses on your current processes to identify opportunities for improvement.

This session will review Lean principles, focusing on the typical wastes that can be found in every process. We'll discuss how to build critical thinking and a Lean capability with your staff to systematically seek out and eliminate wastes in your processes.

This session offers real-world examples, as well as the underlying concepts of a Lean management system, providing a foundation for those beginning their Lean journey or an enlightening refresher for administrators planning to extend their gains.

## VIDEO

### Introduction to Continuous Improvement & Lean Principles

What can we learn about Lean from making a simple piece of toast?

Excerpts from this SHINGO PRIZE winning video highlight waste in a process in the before condition (pre-Lean) and the target condition (post-Lean). It helps you to see with new eyes and to identify with the process of continuous improvement.

## HANDS-ON EXERCISE

### A Taste of Lean

This hands-on exercise, explores the Lean principles of workflow, standard work, cross-training, and design excellence in a batch-to-flow simulation.

“Hands-on exercises and video were great tools that I can bring back to my facility.”

## PEER-TO-PEER PRESENTATIONS

### Lean Improves Patient Care

**CASE STUDY:** Methodist University Hospital, Memphis, Tennessee

When the OR at Methodist was faced with the challenge of both improving the quality of patient care outcomes, and improving efficiency and productivity, Lean methodologies were identified as the right tools for the job. Dr. Fleming will share how they got started with Lean in the OR and the astounding results achieved, including increased staff and physician satisfaction, annual inventory savings of \$250,000 and faster turnaround times.



**Martin D. Fleming, M.D., FACS**  
Medical Director, OR, Surgical Oncologist  
Methodist University Hospital

### Lean at Work—Achieving Excellence

**CASE STUDY:** Kingston General Hospital, Kingston, Ontario, Canada

Faced with consistent pressure to increase their capacity, Kingston General Hospital (KGH) uses Lean to gain efficiency and reduce costs while improving patient care. Mr. Wallis will review how Lean got started in the lab, and is spreading throughout the organization. He will share details from their Lean initiative in the Central Processing and Supply Department including results achieved, lessons learned and what KGH is doing to maintain the gains.



**Derek Wallis**  
Central Processing and Supply Supervisor  
Kingston General Hospital

## PEER-TO-PEER PRESENTATIONS

### The Lean Journey — Transforming Operations, Ensuring Quality

#### CASE STUDY:

Mississippi Baptist Medical Center, Jackson, Mississippi

Mississippi Baptist Medical Center has been awarded the Gold Seal of Approval™ by the Joint Commission. It has also achieved Disease-Specific Care Certification from the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) in the areas of cancer services, acute coronary syndrome and outpatient diabetes care. Dr. Berry and Mr. Poole will discuss how they have been applying Lean principles to perioperative services as part of the hospital's Lean journey. They will review the results achieved to date, including significant improvements achieved in room turnaround times, on time starts, materials costs, space utilization and capacity.



**Kempf Poole, FACHE**  
Executive Director, Ancillary Services  
Mississippi Baptist Medical Center

**Scott Berry, M.D.**  
General Surgeon  
Mississippi Baptist Medical Center



## PANEL DISCUSSION

An opportunity to raise questions and benefit from the perspective of our featured speakers and Lean expert, Lewis Lefteroff.

## NETWORKING RECEPTION

(6:00 – 7:30 pm)

An opportunity to meet other conference attendees, share practical experiences, and make valuable connections for future exchanges of best practices. Light refreshments will be provided.

Register online at [ValuMetrixEvents.com](https://www.valumetrixevents.com)

# WORKSHOPS

Thursday June 3  
8 am to 4 pm

Choose one:

- Managing in a Lean Environment
- The Change Integration Process

## 1 Managing in a Lean Environment: How managers can help sustain the gains

What happens after the success of your initial project? The next step is to establish a solid foundation for continued improvement. Learn proven techniques for sustaining and extending your gains:

- The application of Lean in various healthcare settings
- Standard work and how it is used to manage operations
- Typical elements of leader standard work
- Key concepts of “visual management” and why it is important
- Critical performance measures for continuous improvement
- Commonplace challenges of managing a Lean operation

Upon completion, you will be able to:

- Explain how Lean fundamentals apply to your environment
- Effectively use standard work and visual management techniques developed during the initial Lean project
- Develop leadership standard work
- Anticipate and avoid common organizational pitfalls



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

“The experience of the presenters and the value in a Lean approach were incredibly valuable to me and in turn to my hospital.”

# WORKSHOP

## 2 The Change Integration Process: How to enlist organizational support for process improvement

Many staff members are entirely in favor of process improvement...until it affects their routine and way of working. This one-day workshop focuses on the key methods and tools for leading change. Using real-life case studies, this course outlines concrete steps you can take to involve your people and enlist their support for process improvement.

Each attendee is asked to bring and discuss a current change issue facing his or her organization. During the workshop, participants will apply the techniques and tools of the change integration process to create a change management road map and action plan.

Susan South has over 35 years of experience working in healthcare. She is a Certified Six Sigma Black Belt, a Lean Implementation Specialist, and a Johnson & Johnson Certified Change Integration Process Trainer.

Ms. South holds a Master of Arts degree in Organizational Management. She has presented over 500 programs all over the world, including topics on competitive positioning, change integration, and Lean Six Sigma. Susan has received multiple awards for her work with change management and process improvement.

Besides her family, her passion is sharing the power of Lean Six Sigma to transform healthcare and reduce process error potential.



**Susan South**  
**M.A.O.M.**  
**MT(ASCP)SBB**  
Six Sigma Black Belt  
Senior Consultant  
ValuMetrix® Services



# PROGRAM

Wednesday, June 2

8:00 AM to 4:00 PM

Registration & Breakfast (7:30 AM)

Keynote

Video

Peer-to-Peer Presentations

Networking Lunch

Hands-on Exercise

More Peer-to-Peer Presentations

Panel Discussion

Networking Reception (6:00 – 7:30 PM)

Thursday, June 3

8:00 AM to 4:00 PM

Workshops (select one)

- Managing in a Lean Environment  
OR
- The Change Integration Process

Register today at [ValuMetrixEvents.com](http://ValuMetrixEvents.com)

# VENUE



Chicago Marriott Downtown  
540 N. Michigan Avenue  
Chicago, Illinois 60611  
312-836-0100

The Marriott Downtown Chicago is situated on Michigan Avenue's Magnificent Mile among world-class shopping, restaurants, and entertainment.

## Area Airports

**Chicago/O'Hare - ORD** (15 miles SE) Taxi fare: 40.00 USD

**Chicago/Midway - MDW** (12 miles NE) Taxi fare: 30.00 USD

## Other Transportation

Subway Station: Grand Avenue and State Street (Red Line)  
(0.2 miles W)

## Hotel Reservations

A special rate of \$169 will be offered until May 4, 2010. To receive this rate, contact the hotel directly at 1-312-836-0100. Ask for the Ortho Clinical Diagnostics rate. The rooms are held for the nights of June 1st and 2nd, with the sessions on June 2nd and 3rd. Rooms are available on a first-come, first-serve basis.

# REGISTRATION

## THREE WAYS TO PARTICIPATE

- **Full Event**  
includes Keynote, Peer-to-Peer Presentations, Hands-On Exercise, and one full-day Workshop
- **One-Day Program**  
includes Keynote, Peer-to-Peer Presentations, and Hands-On Exercise
- **Workshop only**  
One full-day Workshop

## Who should attend?

This forum is specially designed for senior healthcare executives such as CEOs, COOs, CFOs, VPs of Ancillary Services, Directors of Surgical Services, Emergency Department, Pharmacy and Laboratory Services.

Many organizations attend this program as a team. Team participation maximizes the learning experience, helps forge a group commitment to organization objectives, and increases your ability to bring about positive change.

## General Information

**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

## Fees

Registration fee includes session materials, continental breakfast, lunch, and networking reception.

## Early Bird Registration by March 15 - SAVE 25%

- **Full Event** (June 2 & 3) **\$746**
- **One-Day Program** (June 2 only) **\$443**
- **Workshop** (June 3 only) **\$443**

## Standard Registration Final Deadline: May 7, 2010

- **Full Event** (June 2 & 3) **\$995**
- **One-Day Program** (June 2 only) **\$590**
- **Workshop** (June 3 only) **\$590**

# REGISTRATION FORM Chicago, Illinois | June 2-3, 2010

Act now. Registrations are accepted in the order received. Copy form for additional registrants.

Name \_\_\_\_\_

Title \_\_\_\_\_

Organization \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

## Registration Category Select one.

	<b>Early Bird By March 15</b>	<b>Standard By May 7</b>
Full Event (June 2 & 3)	<input type="checkbox"/> \$746	<input type="checkbox"/> \$995
One-Day Program (June 2 only)	<input type="checkbox"/> \$443	<input type="checkbox"/> \$590
Workshop (June 3 only)	<input type="checkbox"/> \$443	<input type="checkbox"/> \$590
Payment Amount:		

## Concurrent Workshops

Please indicate the workshop you wish to attend.

**Thurs., June 3** *Select one:*

- Managing In A Lean Environment
- Change Integration Process



## Payment

- Check:**  
Mail payment to: Ortho-Clinical Diagnostics, Inc.  
9706 Royal Colony Drive  
Waxhaw, NC 28173  
Attention: Mary Lombard
- Credit Card:**  
To pay by credit card please enroll online:  
visit [ValuMetrixEvents.com](http://ValuMetrixEvents.com)
- Please invoice institution.**  
Purchase Order #: \_\_\_\_\_

## Meals

Breakfast, Lunch, and Wednesday evening Reception are included in the registration fee.

Special Dietary Requirements:

\_\_\_\_\_

**Space is limited. Register early and save!**

Final Registration Deadline: May 7, 2010

Fax to 832-747-6790

or register online:

[ValuMetrixEvents.com](http://ValuMetrixEvents.com)

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**Please Route to:**

- o Chief Executive Officer
- o Chief Operating Officer
- o Chief Financial Officer
- o Vice President of Ancillary Services
- o Directors of OR, ED, Pharmacy, and Laboratory Services
- o Other:

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