

EXECUTIVE SEMINAR & WORKSHOPS



ADVANCING **LEAN** in Healthcare

Take your organization to the next level



2010
June 8-9
Toronto, Canada

To register online: ValuMetrixEvents.com

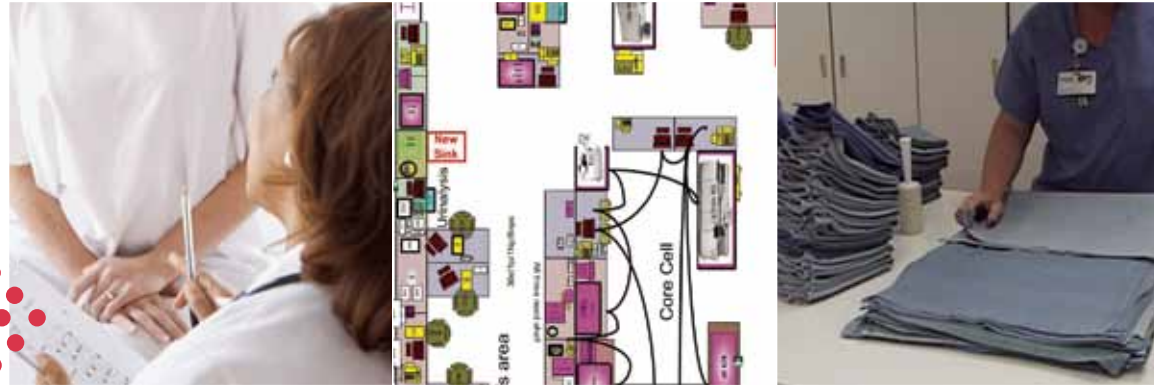
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**Early Bird
Discount:
35% off when
you register by
April 5th**

June 8-9, 2010
Toronto, Canada

ADVANCING **LEAN** in Healthcare



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 organizations across North America are transforming their 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

Dale Hershfield, MBA

Six Sigma Black Belt
Senior Consultant, ValuMetrix® Services
Ortho Clinical Diagnostics
a Johnson & Johnson company

KEYNOTE SPEAKER



Dale is a results-focused process improvement leader with broad experience in Lean principles, change management, strategy deployment and continuous improvement. He has over 20 years of experience partnering with leadership teams — engaging staff at all levels to achieve shared goals and deliver improved performance.

Prior to joining ValuMetrix® Services, he held positions with Kimberly-Clark Corporation, Hewlett-Packard Company, and KI. Dale has successfully applied Lean principles in diverse settings, including healthcare, consumer goods manufacturing, industrial chemical production, distribution materials planning, and furniture manufacturing. He also has over 10 years of experience with Baldrige-based improvement approaches, including roles as applicant, examiner, and state program judge. Dale is a featured author and speaker on Lean and performance improvement topics.

Dale received a bachelor of science degree in industrial engineering from the University of Wisconsin-Madison and a master's degree in business administration from the University of Chicago Booth School of Business.

KEYNOTE

Lean Leadership — Purpose and Passion

Lean transformation requires effective leadership at all levels of the organization. To cultivate a Lean environment, changes to key behaviors of leaders are as essential as changes to front-line work practices. Although the emphasis is different for leaders at different levels in the organization, the elements are consistent. Leadership actions provide both the call to action and the support infrastructure to secure and sustain transformational changes.

This session will provide insights into the role of Lean leaders and the personal actions you can take to strengthen your organization's Lean implementation. We will frame our discussion around a three-part Lean Leadership Model that encompasses the Lean improvement system, management support structures, and organizational culture and capabilities. We will examine tangible approaches that leaders can apply to probe the underlying drivers of existing performance and realize a compelling course of action for organizational learning and transformation.

PEER-TO-PEER PRESENTATIONS

First-hand accounts from leaders who have spearheaded Lean initiatives in healthcare organizations. Presentations will review how Lean has achieved significant gains and helped transform operations.

Lean At Work— Achieving Excellence

CASE STUDY: Arkansas Children's Hospital

Caught between a growing workload and personnel shortages, space limitations, and long turnaround times, the laboratory at Arkansas Children's Hospital turned to Lean. Ms. Holland will describe the implementation process and summarize her organization's gains including a streamlined layout, formal inventory management process, clearly defined and more efficient standard work practice and savings of \$85,000 in construction avoidance.



Cynthia Holland
Vice President Ancillary Services

Making Lean Happen— An Operational Transformation

CASE STUDY: Presbyterian Healthcare Services

Lean is a key component of process excellence at Presbyterian Healthcare Services. Mr. Johnson will review details of the recent Emergency Department and Inpatient Services Lean transformations. In the ED, Lean helped cut door-to-doctor time by 46%, reduced the number of patients left without seeing a doctor by 63% and dramatically improved patient satisfaction. Lean helped Inpatient Services overcome communication barriers, improve patient and worker flow, and significantly reduce average patient length of stay by planning for patient discharges.



Doug Johnson
Lean/Six Sigma Black Belt
Process Excellence Specialist

Register today. Space is limited. Visit [ValuMatrixEvents.com](https://www.valumatrixevents.com)

“The hands-on exercises were great tools that I can bring back to my facility.”

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.

EXPERT SESSION

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.



Mike Hogan

Managing Member
Process Business Solutions LLC

PANEL DISCUSSION

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



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.

WORKSHOPS

Register online at ValuMetrixEvents.com

Value Stream Mapping: Designing Flow with Value Stream Mapping

Organizations realize the most dramatic benefits of Lean when complete functional work streams and care delivery pathways are transformed using Lean principles. While many hospitals achieve success with Lean in individual work areas, they are challenged to unite these “islands of Lean” into complete Lean value streams. Value stream mapping offers a framework to visualize, design, communicate, and realize Lean work streams and care pathways.

In this session we will use hospital examples to explore the fundamentals of value stream mapping. Value stream maps have unique features that provide uncommon operational insights, often enabling people to see opportunities for improvement that have not been apparent before. The value stream mapping approach includes design principles that assist you in structuring an improved work flow. The maps themselves are an effective way to communicate the case for change within your organization and track the progress of your journey.



Dale Hershfield, MBA
Six Sigma Black Belt
Senior Consultant
ValuMetrix® Services

5S – Your First Steps to Recovering Space and Eliminating Waste

Disorganization and clutter are major impediments to a smooth process flow. 5S (Sort, Set in Order, Shine, Standardize, and Sustain) is a simple but highly effective Lean tool for creating a visual work environment that leads to better workplace organization, more efficient use of space, and general cleanliness.

Unfortunately, many organizations apply the first three S’s only, ignoring the importance of Standardize and Sustain. As a result, they fail to achieve the full benefits of this tool.

This workshop will review the importance of each “S” and provide strategies for implementing all five components for optimal results.



Martha Sunyog
Lean Consultant
ValuMetrix® Services

PROGRAM

Tuesday, June 8

7:45 AM to 4:30 PM

Registration & Breakfast (7:15 AM)

Keynote

Peer-to-Peer Presentations

Networking Lunch

Hands-on Exercise

Expert Session

Panel discussion

Networking reception (6:00 – 7:30 PM)

Wednesday, June 9

8:00 AM to Noon

Workshops

- Value Stream Mapping – Designing Flow
 - 5S – Recovering Space and Eliminating Waste
-

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.

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

VENUE



Hilton Toronto
145 Richmond Street West
Toronto, Ontario, Canada
Tel: 1-416-869-3456

The Hilton Toronto is ideally located steps from stunning Toronto attractions: across the street from the Four Seasons Centre of Performing Arts, and walking distance to the CN Tower, the entertainment, fashion, and theatre districts.

Hotel Reservations

A special group rate of \$199 CAD will be offered until May 17, 2010. To receive this rate contact the hotel directly and ask for the Ortho Clinical Diagnostics rate. The rooms are held for the nights of June 7 & 8, with the sessions taking place on June 8 & 9.

Area Airport

Lester B. Pearson International Airport

Distance from hotel: 26 km.

An Airport Express Shuttle runs from the arrivals terminal at Pearson International Airport to downtown Toronto every 40 minutes between 4:15 am and 11:10 pm. The nearest dropoff point is across from the hotel at the corner of York and Richmond Streets. The journey takes about 40 minutes.

Toronto Island Airport

Distance from hotel: 2 km.

Drive time: 8 min.

Taxi: \$8 CAD

Hotel Parking: Self-park \$30.00 CAD - Overnight

REGISTRATION

THREE WAYS TO PARTICIPATE

- **Full Event**

includes Keynote, Peer-to-Peer Presentations, Hands-on Exercise, Expert Session, and two Skill-Building Workshops

- **One-Day Program**

includes Keynote, Peer-to-Peer Presentations, Hands-on Exercise, and Expert Session

- **Workshops only**

includes two Skill-Building Workshops

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

Group Discount

A 10% group discount is available for groups of two or more people from the same organization registering together. We ask that all forms be submitted together or processed at one time on ValuMetrixEvents.com

Fees

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

Super Early Bird Registration by April 5 - **SAVE 35%**

- **Full Event** (June 8 & 9) **\$645 US**
- **One-Day Program** (June 8 only) **\$500 US**
- **Workshops** (June 9 only) **\$255 US**

Early Bird Registration by April 15 - **SAVE 25%**

- **Full Event** (June 8 & 9) **\$745 US**
- **One-Day Program** (June 8 only) **\$580 US**
- **Workshops** (June 9 only) **\$295 US**

Standard Registration

Final Deadline: May 14, 2010

- **Full Event** (June 8 & 9) **\$995 US**
- **One-Day Program** (June 8 only) **\$775 US**
- **Workshops** (June 9 only) **\$395 US**

REGISTRATION FORM Toronto • June 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

Full Event (June 8 & 9)

	# Participants		Cost	=	Subtotal
Super Early Bird (by April 5)	_____	x	\$645 US	=	\$ _____
Early Bird (by April 15)	_____	x	\$745 US	=	\$ _____
Standard Registration (by May 14)	_____	x	\$995 US	=	\$ _____

One-Day Program (June 8 only)

Super Early Bird (by April 5)	_____	x	\$500 US	=	\$ _____
Early Bird (by April 15)	_____	x	\$580 US	=	\$ _____
Standard Registration (by May 14)	_____	x	\$775 US	=	\$ _____

Workshops (June 9 only)

Super Early Bird (by April 5)	_____	x	\$255 US	=	\$ _____
Early Bird (by April 15)	_____	x	\$295 US	=	\$ _____
Standard Registration (by May 14)	_____	x	\$395 US	=	\$ _____

Group Discount (for groups of two or more)

TOTAL:	\$ _____
Subtract 10%	(\$ _____)
TOTAL PAYMENT:	\$ _____



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
- 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 14, 2010

Fax to 832-747-6790

or register online:

ValuMetrixEvents.com

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Ortho Clinical Diagnostics
a *Johnson & Johnson* company

1001 US Route 202, Raritan, NJ 08869-0606

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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: