

Early bird discounts available if you register before March 29 2011

Featured Headliner:



Ninfa Saunders,
President & COO,
Virtua Health

Keynote Addresses:



Gregory Stock,
CEO,
Thibodaux Regional Medical Center



Karen Wolk Feinstein,
PhD, President and CEO,
Jewish Healthcare Foundation,
CEO, Pittsburgh Regional Healthcare Initiative



Richard "Chip" Davis,
PhD, Johns Hopkins Medicine, Vice President, Innovation and Patient Safety Executive Director, East Baltimore Ambulatory Operations Johns Hopkins Outpatient Center

10th Annual

Lean Six Sigma and Process Improvement in Healthcare Summit

Healthcare Transformation to Achieve and Sustain Excellence- Culture, Leadership and the Impact of Government Initiated Reform

New Orleans Marriott, New Orleans LA

■ Summit: May 11-12 2011 ■ Pre-Conference Workshops: May 10, 2011 ■ Final Day Keynotes: May 13, 2011

OUR LEADING SPEAKER PANEL INCLUDES:



Joe Guarisco,
Chairman Department of Emergency Medicine, CHIEF EMERGENCY SERVICES OCHSNER HEALTH SYSTEMS



Robert Lancey,
Chief of Cardiac Surgery, BASSETT HEALTHCARE



David Stoltz,
President, LOUISIANA QUALITY FOUNDATION



Janice Kishner,
Chief Nursing Officer, EAST JEFFERSON GENERAL HOSPITAL



Deanna Willis,
Chief Medical Officer of Quality and Associate Professor of Family Medicine, INDIANA UNIVERSITY/IU MEDICAL GROUP-PRIMARY CARE



Airica Steed,
VP, Professional Services and Operational Excellence, ADVOCATE CONDELL MEDICAL CENTER

WHAT'S DIFFERENT ABOUT WCBF'S 10TH ANNUAL LEAN SIX SIGMA AND PROCESS IMPROVEMENT IN HEALTHCARE SUMMIT?

The healthcare sector is a key area where Lean Six Sigma processes are making a tremendous impact. Healthcare organizations are focused upon improving processes that generate bottom line contributions, such as revenue enhancement and reduced waste through the adoption of these and other quality improvement processes. WCBF's 10th annual Lean Six Sigma and Process Improvement in Healthcare Summit has an unparalleled array of top KEYNOTE speakers, visionaries and industry practitioners who will share their experiences and enable Summit attendees to achieve organizational excellence, meet the demands of government initiated healthcare reforms and improve the quality of care for the 21st century patient or healthcare "customer".

- Benefits of Attending this Event! ■ 3 Days of In-Depth Conference Programming ■ 50 Leading Industry Speakers
- 35+ Healthcare Practitioners & Six Sigma Visionaries ■ Extensive Networking Opportunities
- 9 Practical Interactive Workshops

Confirmed expert speakers include:

- Deanna Willis, Chief Medical Officer of Quality and Associate Professor of Family Medicine, Indiana University/IU Medical Group-Primary Care
- Alex Vandiver, Executive Director, Operations, Master Black Belt Business Excellence, The Joint Commission
- Maureen Broms, Vice President, Healthcare Quality and Patient Safety, New England Baptist Hospital
- Mary Ellen Crittenden, Vice President of Quality, Ellis Hospital
- Kenneth LePage, Vice President of Process Excellence, St. Joseph Mercy Health System
- Dianne Frndak, VP, Organizational Excellence, West Penn Allegheny Health System
- Airica Steed, VP, Professional Services and Operational Excellence, Advocate Condell Medical Center
- Carolyn Clancy, Director, Agency for Healthcare Research and Quality
- Lisa Schilling, RN MPH, Vice President, Healthcare Performance Improvement Department of Care and Service Quality, Kaiser Permanente
- Louis Rhodes, Vice President & Partner, USF Health - Center for Transformation and Innovation
- Joseph Alongi, Chief Transformation Officer, Jacobi Medical Center

Executive Sponsor:



Association Support:



New Orleans Section



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Louisiana Quality Foundation

Summit Partner:



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Email: reg@wcbf.com Register On-line: www.wcbf.com/quality/5107

BRING YOUR TEAM AND SAVE 40% - see back page

Lean Six Sigma and Process Improvement Summit in Healthcare

Unparalleled Speaker Panel of VPs and Senior Executives includes:



Ninfa Saunders,
President & COO,
VIRTUA HEALTH



Gregory Stock,
CEO,
THIBODAUX REGIONAL
MEDICAL CENTER



Karen Wolk Feinstein,
PhD, President and
CEO, JEWISH
HEALTHCARE
FOUNDATION, CEO,
PITTSBURGH REGIONAL
HEALTHCARE INITIATIVE



Richard "Chip" Davis, PhD,
JOHNS HOPKINS MEDICINE, Vice
President, Innovation and
Patient Safety Executive
Director, EAST BALTIMORE
AMBULATORY OPERATIONS, JOHNS
HOPKINS OUTPATIENT CENTER



Robert Lancey,
Chief of Cardiac Surgery,
BASSETT HEALTHCARE



David Stoltz,
President,
LOUISIANA QUALITY
FOUNDATION



Deanna Willis,
Chief Medical Officer of
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Professor of Family
Medicine, INDIANA
UNIVERSITY/ IU MEDICAL
GROUP-PRIMARY CARE



Joe Guarisco,
Chairman Department of
Emergency Medicine, Chief
Emergency Services
OCHSNER HEALTH
SYSTEMS



Janice Kishner,
Chief Nursing Officer,
EAST JEFFERSON
GENERAL HOSPITAL



Joseph Alongi,
Chief Transformation
Officer, JACOBI MEDICAL
CENTER



Airica Steed,
VP, Professional Services
and Operational
Excellence,
ADVOCATE CONDELL
MEDICAL CENTER



Lisa Schilling, RN MPH,
Vice President, Healthcare
Performance Improvement
Department of Care and
Service Quality,
KAISER PERMANENTE



Greg Horner, CSSBB,
MCDBA Operational
Excellence Leader,
Operational Excellence
LOYOLA UNIVERSITY
HEALTH SYSTEM



Alora L. Brock,
Director Lean Six Sigma
Operations, Master Black
Belt,
CANCER TREATMENT
CENTERS OF AMERICA



Doug Sabotin,
Head of Lean Six Sigma,
COLUMBUS REGIONAL
HOSPITAL



David Chand,
Pediatric Hospitalist / Lean
Six Sigma Project Leader,
Akron Children's Hospital



Mickey Christensen
Senior Representative,
ASQ and Past Chairman,
Healthcare Division, ASQ,
CEO, TQM SYSTEMS



Maureen Broms,
Vice President, Healthcare
Quality and Patient Safety,
NEW ENGLAND BAPTIST
HOSPITAL



Mary Ellen Crittenden,
Vice President of Quality,
ELLIS HOSPITAL



Kenneth LePage,
Vice President of Process
Excellence,
ST. JOSEPH MERCY
HEALTH SYSTEM



Louis Rhodes,
Vice President & Partner,
USF HEALTH - CENTER
FOR TRANSFORMATION
AND INNOVATION



Imran Chaudhry,
Regional Director
Operational Excellence,
PROVIDENCE HEALTH
AND SERVICES



Nidia Williams,
Director of Quality
Outcomes and MBB,
SOUTHCOST HOSPITALS
GROUP



Mary O. Cramer, MBB
Process Improvement
Program Director,
MASSACHUSETTS
GENERAL HOSPITAL



John A. Cramer,
Director - Organization
Effectiveness/Lean Six
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Director, Lean Six Sigma,
CANCER TREATMENT
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Rebekah Gregory,
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CATHOLIC HEALTHCARE
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Jennifer Ralston,
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Kathy Price,
Director, Clinical
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SISTERS OF CHARITY
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Carolyn Clancy,
Director,
AGENCY FOR
HEALTHCARE
RESEARCH AND
QUALITY



Wendy Novicoff,
Head, Department of
Orthopedic Surgery, Assistant
Professor, Department of
Public Health Science,
UNIVERSITY OF VIRGINIA
HEALTH SYSTEM



Janet Davis,
Organizational
Effectiveness Director,
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GENERAL HOSPITAL



Joseph Swartz,
Director, Business
Transformation,
ST. FRANCIS HOSPITAL
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Dave Eitel,
Emergency Medicine Physician, WellSpan
Health System, Pennsylvania, Past Chair
of Healthcare Division, American Society
for Quality (ASQ), Past Chair, QUALITY
INSTITUTE FOR HEALTHCARE



Robert C. Sizemore,
Professor Health
Administration and CEO,
PF-PD, INC., "Redefining
Healthcare in America,
One Clinic at a Time"



Anne Musitano,
Lean Six Sigma Project
Leader,
AKRON CHILDREN'S
HOSPITAL



Charles Butcher,
Senior PI Coordinator,
Performance
Improvement,
UNIVERSITY HEALTH
CARE SYSTEM



Forrest W. Breyfogle III,
President and CEO,
ASQ
Fellow,
SMARTER SOLUTIONS,
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Edward Popovich,
President,
Sterling Academy



Wendy Nugent, Assistant
Director Patient Care
Services, Lean and Six Sigma
Hospital and Clinics,
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J.M. "Jay" Harmon III,
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US ARMY MEDICAL
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Richard Mitchell M.D.,
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GEORGIA TECH
ENTERPRISE INNOVATION
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Alex Vandiver,
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Dona Lyttle,
Senior Associate Director,
LINCOLN HOSPITAL
MEDICAL AND MENTAL
HEALTH CENTER



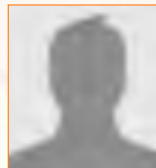
Diane Frndak,
VP, Organizational
Excellence,
WEST PENN ALLEGHENY
HEALTH SYSTEM



Marilou Murphy,
Director, Strategic Planning
and Lean,
OWENSBORO MEDICAL
HEALTH SYSTEM



Patricia Price,
Director Emergency
Services, CTU, ETU, DCC,
Florida Hospital Orlando



David Bloomquist,
Director of Lean Six Sigma
Program,
EMORY HEALTHCARE

SUMMIT AT A GLANCE

PRE-SUMMIT WORKSHOPS, May 10th 2011

8.30	9 Practical Interactive Workshops
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DAY ONE MAIN SUMMIT, May 11th 2011

8.20	Opening Address Day One
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8.30	Plenary
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12.00	Plenary
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1.45	TRACK A: Leadership Issues in Developing a Quality Healthcare Environment
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TRACK B: Customer Care and Satisfaction / Culture of Lean

TRACK C: Improving "Quality" in Healthcare
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TRACK D: Electronic Medical Records

3.50	TRACK E: The Financial Perspective and ROI / Policy Issues
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TRACK F: Quality, Tracking and Optimizing Lean Six Sigma and PI Projects
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TRACK G: PI Projects – Recruit from Within or Externally?

TRACK H: Practical Applications of Lean Six Sigma in Healthcare

5.30	Cocktail Reception
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DAY TWO MAIN SUMMIT, May 12th 2011

8.40	Opening Address Day Two
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8.45	Plenary
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9.30	Plenary
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2.00	TRACK I: Tools Update
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TRACK J: Lean Six Sigma Training, Education and Knowledge Transfer
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TRACK K: Applying Lean Six Sigma in Various Healthcare Departments
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TRACK L: Revamping Healthcare Using DMAIC and DFSS
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4.55	End of Summit Day Two
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FINAL DAY KEYNOTE SESSIONS, May 13th 2011

8.30	Opening Address
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8.45	Presentations
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1.00	
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1.00	Site visit
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 Email: reg@wcbf.com Register On-line: www.wcbf.com/quality/5107

Submit a Storyboard/ Poster Presentation

WCBF will be approving a limited number of **Storyboard/Poster Presentations** for display at this summit taking place at the **New Orleans Marriot, May 10-13 2010**.

Presenters will need to be available to discuss their storyboards on both days of the summit, May 11 and 12, during the morning and afternoon refreshment breaks. This is an excellent method to gain recognition for your process improvement initiatives, at the largest networking event of the year for practitioners, leading experts and senior executives involved with achieving process and business excellence in Healthcare.

The authors of all the accepted storyboard presentations will receive a **30% discount** to attend the summit off the full Summit price, and a prize will be presented to the winning poster presentation at the event. Please note, discounts cannot be applied retrospectively, if you have already registered.

In order to be considered, please email an abstract of your presentation proposal to reg@wcbf.com. Abstracts should be up to 250 words in length, outlining the project covered. The deadline for submitting abstracts is **Friday 25th March 2011**. All applicants will be informed if their storyboard has been accepted within three weeks of receipt.

A Storyboard will be approximately 4ft wide and 3 ft high, displayed on tabletops alongside the exhibition.

Further details regarding the required format of storyboard presentations will be given to successful presenters

The Global
Six Sigma &
Business
Improvement
Awards

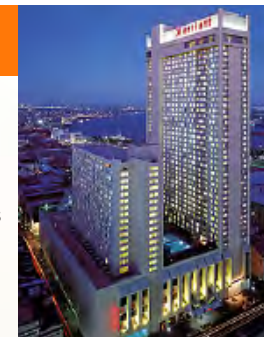
Global Lean, Six Sigma & Business Improvement Summit and Industry Awards, October 18-21, 2011, Disney's Grand Floridian Resort & Spa, Orlando FL.

For further information on the awards please email reg@wcbf.com

Venue New Orleans Marriott Hotel

Discover a luxurious New Orleans hotel in the French Quarter, located steps from Bourbon Street, the Convention Center, downtown business district and iconic Big Easy attractions. Fresh from a recent \$38 million renovation, the Marriott New Orleans French Quarter Hotel features over 1,300 guest rooms and suites, a fully equipped fitness center, updated Concierge Lounge and on-site business center.

See back page for WCBF special attendee group rates.



CONTINUING EDUCATION CREDITS

WCBF Inc. has applied to award 15 hours of pre-approved continuing education credits for this program plus 2 for each workshop towards advancement by the National Association for Healthcare Quality.



Program Advisory Board

Special thanks to our Program Advisory Board whose valuable input contributed to the Summit Program:

Deanna Willis, Chief Medical Officer of Quality and Associate Professor of Family Medicine, **INDIANA UNIVERSITY/IU MEDICAL GROUP-PRIMARY CARE**

Diane Frndak, VP, Organizational Excellence, **WEST PENN ALLEGHENY HEALTH SYSTEM**

Kenneth LePage, Vice President of Process Excellence, **TRINITY HEALTH - ST. JOSEPH MERCY HEALTH SYSTEMS**

Robert Lancey, Chief of Cardiac Surgery, **BASSETT HEALTHCARE**

Gale Ashbrener, Lead Business Consultant Cost Containment, **KAISER PERMANENTE**

Wendy Novicoff, Head, Department of Orthopedic Surgery, Assistant Professor, Department of Public Health Science, **UNIVERSITY OF VIRGINIA HEALTH SYSTEM**

Alex Vandiver, Executive Director, Operations, Master Black Belt Business Excellence, **THE JOINT COMMISSION**

PRE-SUMMIT WORKSHOPS, May 10th 2011

Choose from 9 Practical, Interactive Workshops to include hands-on exercises and walk-throughs of specific projects

Includes
Breakfast

WORKSHOP A: 8.30-11.15
Accelerating the Lean Six Sigma Transformation by Engaging Physicians

- Instilling a culture of continuous improvement early in physician development by using Lean Six Sigma principles to improve graduate medical education
- Recognize how to use quality measures to drive physician behavior
- Provide physicians with a set of skills to effectively manage their value streams and drive change
- Akron Children's Hospital Physician Case example: Implementing a daily huddle, metric board, poka yoke walks

Speakers: David Chand, Pediatric Hospitalist / Lean Six Sigma Project Leader, **AKRON CHILDREN'S HOSPITAL**

Anne Musitano, Lean Six Sigma Project Leader, **AKRON CHILDREN'S HOSPITAL**

Includes
Breakfast

WORKSHOP B: 8.30-11.15
Achieving and Sustaining Excellence – Transforming the Healthcare System

- Delivery of services and patient safety can be enhanced by reducing waste and using a data-driven methodology
- Applying next generation quality management philosophy and methodology in Healthcare
- Successful improvement projects undertaken in the field
- Achieving quality and organizational performance excellence

Speakers: Kathy Price, Director, Clinical Effectiveness, **SISTERS OF CHARITY OF LEAVENWORTH HEALTH SYSTEM**

Jennifer Ralston, President and CEO, **HKPO LEAN SIGMA EXPERTS**

Includes
Breakfast

WORKSHOP C: 8.30-11.15
Discovering Innovation Opportunities beyond Operations through Lean Six Sigma

- Lean Six Sigma can help executives create an organization that has an inherent inclination toward innovation
- Understanding how the right operations strategy can help healthcare institutions make innovation a regular occurrence
- Fact-based analysis to identify potentials and unmet needs
- Innovating based on facts rather than assumptions

Speaker: Marilou Murphy, Director, Strategic Planning and Lean, **OWENSBORO MEDICAL HEALTH SYSTEM**

Includes
Lunch

WORKSHOP D: 11.30-2.15
Lean Six Sigma – Creating a Culture of Excellence by Increasing the Standards and Expectations of all Members of the Organization

- Why does Lean work in some organizations and not in others?
- The difference between success and failure is in cultural acceptance and the ability of an organization to embrace change
- Developing a continuous process improvement culture
- Employing organizational change and development tools to overcome barriers and resistance to change

Speaker: Louis Rhodes, Vice President & Partner, **USF HEALTH – CENTER FOR TRANSFORMATION AND INNOVATION**

Includes
Lunch

WORKSHOP E: 11.30-2.15
Lean Six Sigma Change Management

- Developing a Change Management strategy and plan
- Developing a communication strategy and plan
- Understanding the role of change agents
- The challenges of initiating the change
- Challenges of sustaining the change
- Assessing the risks and contingency planning
- Managing the change – roles and responsibilities

Speaker: Nidia Williams, Director of Quality Outcomes and MBB, **SOUTHCOAST HOSPITALS GROUP**

Includes
Lunch

WORKSHOP F: 11.30-2.15
Standardization of Lean Processes throughout the Healthcare Organisation

- Why standardization is important to Lean
- Different methods of standardization
- Impact of standardization on quality in healthcare institutions
- Levels of standardization
- Methods of standardization
- How standardization affects team members

Speaker: Kenneth LePage, Vice President of Process Excellence, **ST. JOSEPH MERCY HEALTH SYSTEM**

Includes
Refreshments

WORKSHOP G: 2.30-5.15
How to Implement a Robust (Quality) Management System Based on ISO 9001 and the Baldrige National Quality Award Healthcare Criteria

Having a system in place to both support and sustain six sigma projects, is the foundation that successful six sigma initiatives must be built upon. Even seemingly simple measures such as a more effective management system for suppliers, have led to substantial improvements for many healthcare organizations. Implementing strategies such as this may not necessarily equate to a full-scale six sigma project, but much can be gained from applying lean principles in these areas. The speaker will discuss how to develop a quality management system to enhance hospital improvement initiatives.

Speaker: Mickey Christensen, Senior Representative, **ASQ** and Past Chairman, Healthcare Division, **ASQ. CEO, TQM SYSTEMS**

Includes
Refreshments

WORKSHOP H: 2.30-5.15
Lean Six Sigma: Going Beyond the Project to the Business

Described in this interactive session is a business management system that creates process improvement projects so that the business as a whole will benefit; i.e., avoiding silo projects that only have localized benefits. This 9-step Integrated Enterprise Excellence system structurally integrates improvement efforts with business predictive scorecards and analytically/innovatively determined strategies so that process owners are asking for timely completion of projects that positively impact not only their metrics but also overall business performance.

Speaker: Forrest W. Breyfogle III, President and CEO, **ASQ Fellow, SMARTER SOLUTIONS, INC**

Includes
Refreshments

WORKSHOP I: 2.30-5.15
Long Term Lean Planning

In this session you will learn from the experiences of other hospitals who are currently attempting to move beyond short-term implementations of lean and adopt a longer term view of lean management and lean leadership to transform the culture of the business.

Speaker: Joseph Swartz, Director, Business Transformation, **ST. FRANCIS HOSPITAL & HEALTH CENTERS**

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Email: **reg@wcbf.com** Register On-line: **www.wcbf.com/quality/5107**

DAY ONE: May 11th 2011

7.30	Registration and Networking Breakfast
8.20	Welcome and Opening Remarks by the Chair Chairperson: Deanna Willis , Chief Medical Officer of Quality and Associate Professor of Family Medicine, Indiana University/IU Medical Group-Primary Care
8.30	DAY ONE OPENING ADDRESS: Achieving Quality in Healthcare – a Strategic View <ul style="list-style-type: none"> • Ensuring operational efficiency in Healthcare • What has changed? Hospitals are really now tight on \$\$\$\$\$\$\$\$\$\$ • Streamlining customer experience • Using performance tools to benefit the customer or patient Speaker: Ninfa Saunders , President & COO, VIRTUA HEALTH
9.15	KEYNOTE SPEAKER: Analyzing the US Healthcare Reform and how it is Affecting Healthcare <ul style="list-style-type: none"> • Medicare / re-admissions • Healthcare reform: What it will look like and the nature of its impact on the healthcare industry • Accountable care • Redefining healthcare in America • Self reform; capacity (millions additional people are now given access to healthcare) – will the system cope? How do we prepare for this? Speaker: Gregory Stock , CEO, THIBODAUX REGIONAL MEDICAL CENTER
10.00	Morning Refreshments. Storyboard/Poster presentations viewing time
10.30	VIEW FROM THE TOP: "It's not about Tools to achieve Success in Lean Six Sigma. It's about how to get Leaders to believe in and EMBRACE QUALITY"! <ul style="list-style-type: none"> • Leadership is always formed of people from a Finance background and hardly any Quality focused people there • A larger percentage of quality focused professionals would increase the chances of Lean implementations being more successful • Addressing the need for senior quality management! • How to improve buy in from board and leadership Speaker: Karen Wolk Feinstein PhD , President and CEO, JEWISH HEALTHCARE FOUNDATION . CEO, PITTSBURGH REGIONAL HEALTHCARE INITIATIVE
11.15	HEALTHCARE LEADER'S PERSPECTIVE: Quality in Healthcare: Transitioning from Assessment to Improvement; and Sustainment of the Improvements beyond the Project's Life <ul style="list-style-type: none"> • Selecting and scoping projects to achieve financial and quality results • Setting measurable objectives aligned with organizational goals • Paying attention to the Control phase to maintain results • Including project tracking and reporting capabilities • Stressing accountability and recognizing achievements Speaker: Richard "Chip" Davis, PhD , Johns Hopkins Medicine, Vice President, Innovation and Patient Safety Executive Director, East Baltimore Ambulatory Operations Johns Hopkins Outpatient Center
12.00	TRANSFORMATION LEADER'S VIEWPOINT & CASE STUDY: Calculating ROI on Healthcare Quality Implementation Strategy <ul style="list-style-type: none"> • Linking quality to outcomes • Selecting and scoping projects to achieve financial and quality results • Ensuring better service for patients and improve hospital finances • If ROI is your objective, three variables with which to maximize it – lower the investment, raise the annual returns, or reduce the time in which gains are achieved. Applying this to healthcare • Targeting strategic goals that redefine the company can have a much greater effect on the returns on an initiative Speaker: Joseph Alongi , Chief Transformation Officer, JACOBI MEDICAL CENTER
12.45	Full Service Plated Lunch. Storyboard/Poster presentations viewing time

PARALLEL TRACKS:


Choose from 4 parallel tracks of powerful case study presentations and topical breakouts according to your interest

	TRACK A: Leadership Issues in Developing a Quality Healthcare Environment	TRACK B: Customer Care and Satisfaction / Culture of Lean	TRACK C: Improving "Quality" in Healthcare	TRACK D: Electronic Medical Records
1.45 – 2.30	Leadership – the Key to Success in Lean Six Sigma and Continuous Improvement <ul style="list-style-type: none"> • Time and cost are the 2 key factors that put leadership off LSS • Selecting the 'best and brightest' for Six Sigma leadership • Leadership issues – are they engaged or not? • Critical – the success of any program implementation is wholly dependent on 	Patient Flow; Patient Satisfaction and the Healthcare Reforms – Adopting a Comprehensive Performance Improvement Strategy <ul style="list-style-type: none"> • What needs to improve? Patient satisfaction, patient safety, employee satisfaction, diversity and financial/growth • Restructuring and organizing every aspect of a system to ensure it operates at peak efficiency 	Case Study: Creating a Culture of Excellence in the Hospital Environment by Increasing the Standards and Applying Quality Improvement Processes <ul style="list-style-type: none"> • Healthcare organizations need the ability to cut costs and create value - lean Six Sigma as the best option • Examining the role of the quality department and what methods are open to 	Performance Improvement within an EMR (Electronic Medical Records) Launch <ul style="list-style-type: none"> • The HITECH Act mandate that health care entities must implement EMRs by 2015 or face monetary penalties in the form of reductions in Medicare reimbursements • What does "meaningfully using electronic medical records" mean? • The role of Lean Six Sigma in the EMR

	<p>leadership support. This means active participation as a project sponsor, allocation and protection of needed resources, and support through multiple communication channels</p> <p>Speaker: Airica Steed, VP, Professional Services and Operational Excellence, ADVOCATE CONDELL MEDICAL CENTER</p>	<ul style="list-style-type: none"> • Deploying Lean to improve patient satisfaction by tackling areas of concern • Supporting managers, physicians and staff with ideas and tools to help them make successful sustainable improvement <p>Speaker: Janet Davis, Organizational Effectiveness Director, EAST JEFFERSON GENERAL HOSPITAL</p>	<p>them in the role they perform in the healthcare institution</p> <ul style="list-style-type: none"> • Merging the quality department with the Lean Six Sigma effort • Obtaining leadership buy-in for successful completion of objectives <p>Speaker: Wendy Nugent, Assistant Director Patient Care Services, UNIVERSITY OF CALIFORNIA DAVIS MEDICAL CENTER</p>	<p>deployment process</p> <ul style="list-style-type: none"> • Crucial Decisions that result in successful EMR adoption and avoidance of expensive EMR mistakes <p>Speaker: Louis Rhodes, Vice President & Partner, USF HEALTH – CENTER FOR TRANSFORMATION AND INNOVATION</p>
2.35 – 3.20	<p>Involving the Hospital Leadership in LEAN and Quality Improvement</p> <p>Speaker: Richard Mitchell M.D., Medical Director, GEORGIA TECH ENTERPRISE INNOVATION INSTITUTE, HEALTHCARE BRANCH</p>	<p>Culture of Lean</p> <ul style="list-style-type: none"> • Changing the culture of the organization • Using techniques to promote culture change and break down silos • Achieving sustainable results through culture of an organization accepting the technical changes being implemented • Develop the vision by using long-range planning tools <p>Speaker: Mary O. Cramer, MBB Process Improvement Program Director, MASSACHUSETTS GENERAL HOSPITAL</p>	<p>Assessing the Quality of Management in Healthcare – Why Projects Fail – and How to Succeed</p> <ul style="list-style-type: none"> • Assessing quality of management in healthcare institutions – how can this be improved? • Developing quality processes geared towards patient expectations • Understanding the key roles of management in quality – aligning the organization’s mission with the overall quality program and building in cultural competence in the quality process <p>Speaker: Deanna Willis, Chief Medical Officer of Quality and Associate Professor of Family Medicine, INDIANA UNIVERSITY/IU MEDICAL GROUP-PRIMARY CARE</p>	<p>Case Study: EMR Deployment and Key Success Factors</p> <p>Much recent change has been observed in the area of electronic medical records. The US Government has incentivized the use of EMRs through extra Medicare payments. Companies have therefore merged and new players including some well-known corporate giants, have entered the field. This case study will focus on an actual successful deployment by a key healthcare institution, how it was achieved, the process followed and its present impact and future expectations regarding quality of healthcare and the bottom line.</p> <p>Speaker: John A. Cramer, Director – Organization Effectiveness/Lean Six Sigma, MEMORIAL HERMANN HEALTHCARE SYSTEM</p>
3.20	Afternoon Refreshment Break. Storyboard/Poster presentations viewing time			
3.50 – 4.35	<p>TRACK E: The Financial Perspective and ROI / Policy Issues</p> <p>Tying Lean Six Sigma Project work to Strategy – and the Bottom Line</p> <ul style="list-style-type: none"> • Selecting and scoping projects to achieve financial and quality results • Why is it important to integrate a finance role in the deployment team? • Establishing outcome measures for the projects • Determining current performance and identifying immediate actions that need to be taken • Establishing a process to ensure Six Sigma projects maximize the return on the investment through an established measurement and oversight process <p>Speaker: Jennifer Smith, Director, Lean Six Sigma, CANCER TREATMENT CENTERS OF AMERICA</p>	<p>TRACK F: Quality, Tracking and Optimizing Lean Six Sigma and PI Projects</p> <p>Tracking Lean Six Sigma Projects in Healthcare</p> <ul style="list-style-type: none"> • The importance of Lean Six Sigma process tracking to achieve improvement and maintain it • Developing an efficient tracking system for operational excellence • Daily or regular reports • Performance tracker for individual accountability • A control chart to track the means and standard deviations • Achieving control throughout the entire process <p>Speaker: Mary Ellen Crittenden, Vice President of Quality, ELLIS HOSPITAL</p>	<p>TRACK G: PI Projects – Recruit from Within or Without</p> <p>Round Table Discussion: Should the Expertise in Healthcare Quality Projects Come from Within the Industry or Outside it?</p> <ul style="list-style-type: none"> • Setting up the LSS project team – roles and responsibilities • Who to hire on Lean projects • Without the right leadership skill set nothing will be achieved • Where do you find the right expertise for healthcare system? • Develop from within the healthcare system or recruit from outside it – such as from manufacturing? • Making the transition from the quality department from an outside industry to healthcare <p>Round Table will be made up of a selection of speakers and attendees from the Summit</p> <p>Moderator: Imran Chaudry, Regional Director Operational Excellence, PROVIDENCE HEALTH AND SERVICES</p>	<p>TRACK H: Practical Applications of Lean Six Sigma in Healthcare</p> <p>Case Study: Quality Initiatives in the Operating Room</p> <p>Speaker: Dona Lyttle, Senior Associate Director, LINCOLN HOSPITAL MEDICAL AND MENTAL HEALTH CENTER</p>

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DAY ONE: May 11th 2011

	TRACK E (cont.): The Financial Perspective and ROI / Policy Issues	TRACK F (cont.): Quality, Tracking and Optimizing Lean Six Sigma and PI Projects	TRACK G (cont.): PI Projects – Recruit from Within or Without	TRACK H (cont.): Practical Applications of Lean Six Sigma in Healthcare
4.40 – 5.25	<p>Socialization of the American Healthcare System, a Provider, Payer, Patient Perspective</p> <ul style="list-style-type: none"> Seeking reform – will social healthcare stimulate or cripple the American Healthcare system? Examples of social medicine around the world – assessing results and lessons learned How will such a move affect quality – which Lean Six Sigma and PI methodologies strive to improve? Improving individual health by incentivizing prevention, wellness and early health Giving doctors and hospitals incentives to deliver high-quality care through fair and proper payments Reforming public programs like Medicare and Medicaid to root out fraud, cut waste and reward quality Empowering individuals with the information and financial resources they need to be better, more-informed consumers <p>Speaker: Robert C. Sizemore, Professor Health Administration and CEO at PF-PD, Inc., "Redefining Healthcare in America, One Clinic at a Time".</p>	<p>How to Merge the Current Quality Department with the Lean Six Sigma Effort</p> <ul style="list-style-type: none"> Healthcare organizations need the ability to cut costs and create value - lean Six Sigma as the best option Examining the role of the quality department and what methods are open to them in the role they perform in the healthcare institution Merging the quality department with the Lean Six Sigma effort Obtaining leadership buy-in for successful completion of objectives <p>Speaker: David Bloomquist, Director of Lean Six Sigma Program, EMORY HEALTHCARE</p>	<p>Is it as Simple as picking a Performance Tool from Manufacturing and Applying it in Healthcare?</p> <ul style="list-style-type: none"> Lean and Lean Six Sigma applications in healthcare require an understanding of how the tools and methodologies translate to the people-intensive processes of patient care Healthcare institutions are looking at drawing from the successes of the manufacturing and service industries Though lean transformation tools are applicable in healthcare, successful implementation needs an understanding of the differences in the three environments and an understanding of the behavior of the healthcare environment This presentation compares manufacturing, service and healthcare processes <p>Speaker: Wendy Novicoff, Head, Department of Orthopedic Surgery, Assistant Professor, Department of Public Health Science, UNIVERSITY OF VIRGINIA HEALTH SYSTEM</p>	<p>Round Table Discussion: Engaging Physicians through Lean Six Sigma</p> <ul style="list-style-type: none"> Healthcare is one of the most complicated industries in which to build quality systems Understanding the confusing role of physicians in the Lean Six Sigma process Constructing a simple supplier-inputs-processes-outputs-customer diagram, attempting to place physicians in their proper role can cause headaches Few healthcare process changes can be fully optimized without physician engagement, and active management of the role of physicians may be one of the most vital tasks of senior leaders Physicians resist change because that change frequently places more burden on their processes—consuming more time, increasing complexity and providing less service to them or their patients How can healthcare leaders tip the scale toward more effective collaboration and engagement from physicians? <p>Round Table will be made up of a selection of speakers and attendees from the Summit</p>
5.30	<p>Cocktail Reception sponsored by  THE QUALITY GROUP ... advancing e-Learning!</p>			

DAY TWO: May 12th 2011

8.40	Opening Remarks from the Chairperson: Dianne Frndak , VP, Organizational Excellence, WEST PENN ALLEGHENY HEALTH SYSTEM
8.45	<p>OPENING ADDRESS: What Can Quality Do For You? The Clinical, Financial, and Operational Impact of a Culture of Quality</p> <p>The achievement of true quality in the delivery of healthcare services requires the transition to a culture of quality in which not only healthcare providers but also frontline staff, management, and ancillary staff are engaged and active participants in the process. All must understand the implications of achieving excellence in compliance with both recognized clinical quality parameters and evidence-based practices. The interdependency of clinical, operational and financial departments in healthcare organizations, necessitates an integrated effort by all, if quality and efficiency is to be attained. This is achieved through a culture of quality in which all departments understand what is being measured, what constitutes success, and what each needs to do to support the efforts of others.</p> <p>Speaker: Robert Lancey, Chief of Cardiac Surgery, BASSETT HEALTHCARE</p>
9.30	<p>Transforming Care in the 21st Century Health Environment – Key Strategies that Affect Quality and Cost</p> <p>Does improving quality save money? Implementing cost-effective change is the key challenge for health systems around the world. This session defines the processes for implementing best clinical practice and forging efficient and cost-effective solutions.</p> <p>Speaker: Dianne Frndak, VP, Organizational Excellence, WEST PENN ALLEGHENY HEALTH SYSTEM</p>

10.15	Morning Refreshment Break. Storyboard/Poster presentations viewing time
10.45	Case Study: q Track – Revolutionizing the Hospital Emergency Department After Hurricane Katrina Every minute, 227 people visit an ER somewhere in the U.S. On average, the door-to-doctor time is 56 minutes and patients will wait a total of four hours for care. The Ochsner Medical Center – Main Campus ER has found a way to circumvent the national trend and average 35 minutes from door-to-doctor care with a little over two hours for total care. This is half of the national average. The secret to their success is simple; build a great team, work more efficiently and practice public transparency by posting real-time, ER wait times online and in the ER. Speaker: Joe Guarisco , Chairman Department of Emergency Medicine, Chief Emergency Services, OCHSNER HEALTH SYSTEMS
11.30	21st Century Health Care: Achieving Success in Quality, Value, and Access to Care The Agency for Healthcare Research and Quality's (AHRQ) mission is to improve the quality, safety, efficiency, and effectiveness of health care for all Americans. As 1 of 12 agencies within the Department of Health and Human Services, AHRQ supports research that helps people make more informed decisions and improves the quality of health care services. AHRQ was formerly known as the Agency for Health Care Policy and Research. The speaker will deliver a presentation on reducing costs and improving outcomes in hospital care and strategies to overcome challenges facing healthcare institutions to guarantee the transformation of the delivery system. Speaker: Carolyn Clancy , Director, AGENCY FOR HEALTHCARE RESEARCH AND QUALITY
12.15	Supporting Large Scale Improvement- Using Quality as a Business Strategy and Implementing a PI System in Healthcare Delivery: a Kaiser Permanente Case Study <ul style="list-style-type: none"> Identifying six aims for improvement in health care: safety, effectiveness, patient-centeredness, timeliness, efficiency, and equity Leveraging transparency of measurement and leadership for culture change Strategies to translate Lean and six sigma lingo and systems into healthcare delivery Integrating quality improvement (QI) systems into operations at all levels—from frontline teams to senior leadership Kaiser Permanente's experience in embedding improvement into operations throughout the entire organization through the development of a performance improvement system Speaker: Lisa Schilling , RN MPH, Vice President, Healthcare Performance Improvement Department of Care and Service Quality, KAISER PERMANENTE
1.00	Full Service Plated Lunch. Storyboard/Poster presentations viewing time

PARALLEL TRACKS:

Choose from 4 parallel tracks of powerful case study presentations and topical breakouts according to your interest

	TRACK I: TOOLS UPDATE	TRACK J: Lean Six Sigma Training, Education and Knowledge Transfer	TRACK K: Applying Lean Six Sigma in Various Healthcare Departments	TRACK L: Revamping Healthcare Using DMAIC and DFSS
2.00 – 2.45	Kaizen Healthcare Case Study <ul style="list-style-type: none"> Assessing the progress Kaizens have made in the healthcare arena Our Kaizen project Errors Flow Measurements Process Management Speaker: Greg Horner , CSSBB, MCDBA Operational Excellence Leader, Operational Excellence LOYOLA UNIVERSITY HEALTH SYSTEM	Case Study: Lean Six Sigma Training and Development Speaker: Alora L. Brock , Director Lean Six Sigma Operations, Master Black Belt, CANCER TREATMENT CENTERS OF AMERICA	Case Study: Emergency Department Triage Reliability and Impact on Patient Flow A presentation on the Emergency Department Triage Reliability and the Impact on Patient Flow. Speakers: Dave Eitel , Emergency Medicine Physician at WELLSPAN HEALTH SYSTEM in Pennsylvania, Past Chair of Healthcare Division of AMERICAN SOCIETY FOR QUALITY (ASQ) , Past Chair of QUALITY INSTITUTE FOR HEALTHCARE Edward Popovich , President, STERLING ACADEMY	Case Study: Standardizing Key Clinical Process Across Several Hospitals Using IT as an Enabler <ul style="list-style-type: none"> Standardize key clinical processes that will result in the greatest improvements in quality and patient safety Effectively respond to the external forces of national health reform Redesign processes using the new California Advanced Medical Information System (CAMIS) as an enabler rather than having the system dictate work flows How the Clinical Process Design (CPD) works Lessons learned "Seeing the process helped me understand the need to change!" Speaker: Imran Chaudhry , Regional Director Operational Excellence, PROVIDENCE HEALTH AND SERVICES

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DAY TWO: May 12th 2011

	TRACK I (cont.): TOOLS UPDATE	TRACK J (cont.): Lean Six Sigma Training, Education and Knowledge Transfer	TRACK K (cont.): Applying Lean Six Sigma in Various Healthcare Departments	TRACK L (cont.): Revamping Healthcare Using DMAIC and DFSS
2.50 – 3.35	<p>Implementing a Balanced Lean Six Sigma Operating System in a Healthcare Organization. Session also includes a case study from Akron Children's Hospital</p> <ul style="list-style-type: none"> Why the need for an operating system at CHMCA? Overview of a Balanced Lean Operating System Benefits of Balanced Lean Operating System <p>Akron Children's Hospital Case Study Speaker: Doug Dulin, LM, MBB, Senior Director, Center for Operations Excellence, AKRON CHILDREN'S HOSPITAL</p>	<p>Achieving Effective Lean Knowledge Transfer in Healthcare</p> <ul style="list-style-type: none"> Providing an effective framework for lean knowledge transfer in healthcare, thus promoting the sustained adoption of lean that helps improve the quality, cost and delivery of a healthcare service Knowledge transfer to move from Lean capacity to Lean culture A Lean Six Sigma roadmap must enable serious Lean Six Sigma leaders to positively drive and communicate the Lean Six Sigma culture Employees must be brought into the fold and empowered through training on Lean tools and a career path in that same culture <p>Speaker: Rebekah Gregory, Director of Lean, CATHOLIC HEALTHCARE WEST</p>	<p>Case Study: Lean Six Sigma in the Emergency Department</p> <p>Applying Lean Six Sigma Methodologies to Improve Efficiency, Timeliness of Care, and Quality of Care in a hospital ED.</p> <p>Speaker: Patricia Price, Director Emergency Services, CTU, ETU, DCC, FLORIDA HOSPITAL ORLANDO</p>	<p>Case Study: Lean Six Sigma – Creativity and Innovation in Healthcare</p> <p>Creativity and innovation have recently emerged as a key focus in Healthcare institutions. Does Lean Six Sigma however, inhibit organisations from being creative and innovative? This session will present a Healthcare case study on the best methods to identify ideas for breakthrough innovation in the hospital environment, practical implications and how this relates to Lean Six Sigma.</p> <p>Speaker: Doug Sabotin, Head of Lean Six Sigma, COLUMBUS REGIONAL HOSPITAL</p>
3.35	Afternoon refreshment break. Storyboard/Poster presentations viewing time			
4.05 – 4.50	<p>Implementing a Balanced Lean Six Sigma Operating System in a Healthcare Organization (continued)</p> <ul style="list-style-type: none"> Why the need for an Operating System at CHMCA Overview of Akron Children's Hospital Lean Six Sigma Operating System Lessons learned from transformation <p>Speakers: Doug Dulin, LM, MBB, Senior Director, Center for Operations Excellence, AKRON CHILDREN'S HOSPITAL</p>	<p>Round Table Discussion: Understanding the Benefits and Differences between Lean Six Sigma and "Normal" Process Improvement Methods</p> <ul style="list-style-type: none"> There is a compelling case for applying organization or industrial quality improvement approaches to healthcare What are quality and quality improvement in healthcare? The roots of quality improvement Common approaches to quality improvement Lean Six Sigma vs other methods of doing quality in healthcare <p>Round Table will be made up of a selection of speakers and attendees from the Summit</p>	<p>Lean Six Sigma in Practice: a US Military Medical Case Study</p> <p>A sweeping rollout of Lean Six Sigma is helping the Army transform its business practices and free up resources - all to better support its soldiers. The Army deployment is the largest ever attempted, eventually encompassing 1.3 million people. This case study will focus on Lean Six Sigma developments in the US Army medical department.</p> <p>Speaker: J.M. "Jay" Harmon III, Director Strategy and Innovation, US ARMY MEDICAL DEPARTMENT CENTER</p>	<p>"What if"? The impact other industries have had on Healthcare</p> <ul style="list-style-type: none"> Disney, Airline, and Military Veterans have outlines successes in their field as a tool for Healthcare What has been their impact? How Staff view other industries input in Healthcare Why Six Sigma works in Healthcare <p>Speaker: Charles Butcher, Senior PI Coordinator, Performance Improvement, UNIVERSITY HEALTH CARE SYSTEM</p>
4.55	End of Day Two			

FINAL DAY KEYNOTE SESSIONS, May 13th 2011

8.40	Opening Remarks from the Chair
8.45	<p>The Transformational Viewpoint of a Healthcare Accreditation Agency in the Current US Healthcare Environment</p> <p>Established in 2009, the Joint Commission Center for Transforming Healthcare aims to solve health care's most critical safety and quality problems. The Center's participants – the nation's leading hospitals and health systems – use a systematic approach to analyze specific breakdowns in care and discover their underlying causes to develop targeted solutions that solve these complex problems. In keeping with its objective to transform health care into a high reliability industry, The Joint Commission will share these proven effective solutions with more than 18,000 healthcare organizations it accredits and certifies. Hospitals have made significant advances in quality – even better results are now achievable. Hospitals and The Joint Commission are working together to improve systems and processes of care. The speaker will deliver a presentation on the latest developments in transforming healthcare from the Joint Commission's perspective.</p> <p>Speaker: Alex Vandiver, Executive Director, Operations, Master Black Belt Business Excellence, THE JOINT COMMISSION</p>
9.30	<p>PANEL DISCUSSION: What will the Organization look like when it has "Arrived" after a Quality Improvement Process?</p> <p>Can lean techniques help hospitals increase efficiency, streamline processes, and improve patient outcomes and patient satisfaction? Lean process improvement isn't a new concept, but it is relatively new to health care. There are many skeptics who believe Lean is a manufacturing strategy and is not suited for medical care. Like the manufacturing industry, hospitals are in fact, extraordinarily complex organizations, with multiple interacting processes. Many of the principles of the Toyota Production System and other lean tools can and do apply to medical care delivery processes. Panelists will address the issue of how a healthcare institution knows it has "arrived" after going through the transformation process. Happier patients and better motivated staff while achieving sound financial status? There are many such issues to be discussed...</p> <p>Panelists: Panel Will be joined by Key Speakers from all days of the Summit</p>
10.15	Morning Refreshments. Storyboard/Poster presentations viewing time
10.45	<p>Improve your Organization's Performance on the Critical Factors that Drive Success – a Healthcare Perspective</p> <p>The Louisiana Quality Foundation is a non-profit organization of dedicated professional volunteers, which strives to assist Louisiana organizations to achieve performance excellence so as to gain competitive advantages. The Foundation administers the Louisiana Performance Excellence Award. This award was initiated by a group of state-wide quality professionals with the vision of providing recognition for organizations operating according to quality principles. The speaker will deliver the Foundation's perspective on achieving excellence in healthcare and provide case studies of such achievements in Louisiana.</p> <p>Speaker: David Stoltz, President, LOUISIANA QUALITY FOUNDATION</p>
11.30	<p>Health Care Quality, Effective Risk Management and Patient Safety & Satisfaction: Achieving Improvement Objectives in Healthcare</p> <p>Speaker: Maureen Broms, Vice President, Health Care Quality And Patient Safety, NEW ENGLAND BAPTIST HOSPITAL</p>
12.15	<p>Ingraining Quality in the Mindsets of Healthcare Institutions – How to do Quality Effectively</p> <p>Quality Management has become a major concern in the delivery of health care. The demand of community, economics of medical practice especially due to technological advances, increasing legal action in malpractice cases and concern to protect the interests of clientele have focused the attention on quality management programs for all hospital administrators, since the quality of health care has infinite number of elements. It is difficult to assess them all, yet we can demonstrate improvements in performed and elements of care, by putting each of these elements through measurable criteria. Quality assessment measures must cover the efficacy, efficiency, cost and outcome of health care technology. An elaborate valuation system should consist of detailed study of structure, process and outcome. This will establish a balanced equation between the performance and the resources. It is necessary to establish sound dependable methods like total quality management/continuous Quality Improvement in healthcare institutions. It is particularly important that quality care be ingrained as a central philosophy in Hospitals.</p> <p>Speaker: Janice Kishner, Chief Nursing Officer, EAST JEFFERSON GENERAL HOSPITAL</p>
1.00	<p>A site visit to Ochsner Medical Center – Main Campus Emergency Room to see q Track in practice. The q Track process was developed by Dr. Joe Guarisco after Hurricane Katrina devastated New Orleans causing many people to flee the city including healthcare workers (e.g., nurses, physicians). The demand for emergency services was great with the resources very limited. Delegates will have the opportunity to visit Ochsner Medical Center to tour the Emergency Department and see q Track first hand. Interested delegates should inform the Summit organizers beforehand for effective planning purposes.</p>

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"WCBF's Six Sigma in Healthcare Conference is the biggest and the best conference for healthcare professionals interested in deploying Six Sigma. Presentations are geared to the interests of virtually everyone in our industry. The conference provides a great opportunity to not only learn from the presentations, but also interact with those individuals and institutions who are leading the deployment of Six Sigma in the healthcare industry."

Greg Stock, CEO, **Thibodaux Regional Medical Center**

"Last year's Six Sigma in Healthcare conference was invaluable to me. Not only did it provide the opportunity to learn more about the application of the methodology in healthcare, but it also provided an opportunity to network with practitioners and gather exceptional advice on deployment strategies, tools, lessons learned, etc."

Bill Jones, Director of Process Improvement, **Blue Cross Blue Shield of Florida**

"WCBF's leading Six Sigma in Healthcare Conferences is an excellent venue for healthcare leaders and clinicians to experience how to drive performance improvement in a healthcare organization using the methodology of Six Sigma."

J. Jeffrey Burnich, M.D., Chief Quality Officer, **Mount Carmel Health System**

"Vijay Bajaj and his staff at WCBF consistently produce premier, high-value conferences related to Six Sigma, Lean, Design for Six Sigma and Innovation. WCBF's attention-to-detail, adherence to sound ethical standards, high degree of collaboration and responsiveness, commitment to post-conference follow-up and focus on maintaining long-term, excellent business relationships sets it apart from other conference organizers. Their ongoing commitment to objectively gauging the needs of their diverse, world-wide customer base and quickly responding to changing market trends enhances WCBF's ability to attract the most talented speakers in their respective fields. For these reasons, Air Academy strongly supports and thanks WCBF for their contributions."

Lee Pollock, Senior VP, Director of Lean Sigma Programs, **Air Academy Associates**

"It was a treat to get the opportunity to hear both Jim Collins and Mikel Harry...they were fantastic keynote choices. For those of us in the Six Sigma world, Dr. Harry is a true icon."

Jason Lebsack, Manager, Six Sigma, Six Sigma Department, CQI and Organizational Learning Division, **The Nebraska Medical Center**

"This was a timely and beneficial conference because the material was pertinent to all levels of Lean Six Sigma practitioners and gave me the opportunity to discuss ideas and issues with other organizations."

Camille Karpen, Value Analysis Coordinator, **Altru Health System**

"It was great to see so many colleagues across the healthcare industry committed to using a methodical approach to improving care and service to our patient."

Sholeh Razavi, Director of Quality Improvement, **Boston Medical Centre**

"It was a really good opportunity to share ideas and successes. I picked up many excellent ideas to improve my programs."

Marlene Weatherwax, CFO, **Columbus Regional Hospital**

"Good opportunity to hear what other organizations are doing and compare where we are in our journey to excellence."

Imran Chaudhry, Regional Director, Operational Excellence, **Providence Health System**

"Overall - excellent content. Very good examples of LSS in healthcare."

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Sholeh Razavi, Director of Quality Improvement, **Boston Medical Center**

"The speakers' experience and wisdom exceeded all expectations. Well planned conference."

Deborah Smith, VP Practice Management and Process Improvement, **Centura**

"It was a really good opportunity to share ideas and successes. I picked up many excellent ideas to improve my programs."

Marlene Weatherwax, CFO, **Columbus Regional Hospital**

"Good opportunity to hear what other organizations are doing and compare where we are in our journey to excellence."

Imran Chaudhry, Regional Director, Operational Excellence, **Providence Health System**

"The range of expertise and experience was a huge benefit."
Terri Brumfield, Lean Six Sigma Black Belt, **Missouri Baptist Medical Centre**

"Conference was very informative and a broad spectrum of people and speakers."
Willie Diefenbach-Jones, Director of Lean Six Sigma, **US Oncology**

"This summit was excellent! The opportunity to listen to and talk to the experts was invaluable. I will return to my organization with new knowledge and strengthened skills."
Key Culberson-WHkie, Patient Safety Specialist, **Mission Hospitals**

"Extraordinary in thinking, a must for leadership"
Shawn Rhodes, Senior Performance Engineer, **Premier INC.**

"Incredibly informative. Practically significant. Subject matter allows one to weigh organization's progress against peers. Wonderful networking opportunity."
Linda Dodge, Six Sigma Black Belt/Lean Facilitator, **St Rita's Medical Centre**

"Good conference to learn about all aspects of Six Sigma processes, especially for middle management or senior management new to the process."
Margaret Bachle, Vice President, **Credit Valley Hospital**

"Informative and usable in my practice. Enjoyed learning about Six Sigma and concepts."
Billie Axley, Director, Quality Initiatives, **Fresenius Medical Care**

"Overall - excellent content. Very good examples of LSS in healthcare."
Charles Mount, Director of Healthcare, **Novaces, LLC**

"As the CFO of a FQHC, this has helped me see how six sigma has potential and usefulness in 100% of the areas of our clinical and administrative departments."
Ginger Riewe, CFO, **Community Health Center of Lubbock**

"The conference was great. A nice balance of specific project examples and organizational deployment."
Vinne Brigandi, Six Sigma Black Belt, **Solaris Health System**

"Diverse, excellent agenda of topics delivered by actual practitioners of Lean Sigma. Good representation of multiple healthcare organization models."
Bob Hody, MBB, Lean Kaizen Leader, **Johns Hopkins Medicine**

"The conference was well done with many good speakers and a lot of opportunity for networking."
Debbie Belli, Director C.S., **IMPAC Medical System**

"Very informative, conducive to sharing successes and pitfalls."
Lorraine Bagen, Hospital Account Executive, **Horizon BCBSNJ**

"We have found great content and a very high calibre of speakers at the WCBF conference on Six Sigma in Healthcare. The information shared provides healthcare leaders with valuable insights and best practices they can apply in their own organizations."
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"This is the first place I have ever had a Six Sigma conversation without having to translate it into health care terms! They speak our language here!"
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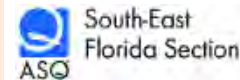
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The Louisiana Quality Foundation is a non-profit organization of dedicated professional volunteers, which strives to assist Louisiana organizations to achieve performance excellence so as to gain competitive advantages.

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Yes, I agree to WCBF's terms

Venue - New Orleans Marriott, New Orleans LA

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