



HEALTHCARE SYSTEMS PROCESS IMPROVEMENT CONFERENCE 2012

Sponsored
by:



SOCIETY FOR HEALTH SYSTEMS
LEADING HEALTHCARE IMPROVEMENT

*Advancing healthcare systems with best practices
in quality, productivity and efficiency*

FEBRUARY 18-21, 2012 • THE MIRAGE HOTEL • LAS VEGAS

Pre-Registration Deadline: January 23, 2012

CONFERENCE BROCHURE

WWW.SHSCONFERENCE.ORG

HEALTHCARE SYSTEMS PROCESS IMPROVEMENT CONFERENCE 2012

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CONFERENCE OVERVIEW

Process improvement is the only way for health systems to advance. The problems of the struggling healthcare industry can only be remedied with a focus on engineering systems for better quality, productivity and efficiency. If you are responsible for tackling these problems and advancing healthcare systems, the **Healthcare Systems Process Improvement Conference** is the right place for you.

The conference will feature 10 tracks of best practices in quality, productivity and efficiency for healthcare industry decision makers and providers seeking ways to lower costs and increase service. For 23 years, as the Society for Health Systems Conference, this event has grown in size and importance. It has drawn healthcare professionals, management and performance engineers, health systems professors and students and many more who are tasked with improving healthcare processes and facilities.

Don't miss this opportunity to learn from and network with the best minds in process and performance improvement for healthcare.

“The venue was very nice. The conference was very well run, and all the sessions I attended were informative.”

-Marcia Bernhardt, Senior Quality Engineer, Verizon

CONFERENCE COMMITTEE

CHAIRS

Mary Ellen Skeens, Philips Healthcare
Curt Niekamp, OhioHealth
Amanda Mewborn, Johns Hopkins

COMMITTEE

Dean Athanassiades, Philips Healthcare
Ashley Benedict, New England Veterans Engineering Resource Center
David Cowan, Georgia Institute of Technology
Taryn Lee, DaVita
Rodney Fultz, Carilion Clinic
Mark Graban, LeanBlog.org
Lauren Hess, Georgia Institute of Technology
Aaron Kanne, CareLogistics

Lucy King, Kettering University
Karl Kraebber, St. John's Hospital
Maj-Britt Llewellyn, MedAmerica/CEP America
Stephanie Means, Western Michigan University
Michelle Neitzke, Franciscan Skemp Healthcare
Paul O'Quinn, Carilion Clinic
Bill Schwent, BJC HealthCare
Sue Ann Te, CareLogistics

SPONSORS



SOCIETY FOR HEALTH SYSTEMS

LEADING HEALTHCARE IMPROVEMENT

Society for Health Systems (SHS)

The Society for Health Systems is a professional association that focuses on the needs and resources of health systems professionals and leaders who are charged with improving healthcare processes. SHS offers the latest in process analytics, tools, techniques and methodologies for performance improvement.

SHS exists to enhance the career development and continuing education of professionals who use industrial and management engineering expertise for productivity and quality improvement in the healthcare industry. Among the members of the society are management engineers, CEOs, directors of continuous improvement, administrators, clinicians, and department managers.



HIMSS

The Healthcare Information and Management Systems Society (HIMSS) is the healthcare industry's membership organization exclusively focused on providing global leadership for the optimal use of healthcare information technology (IT) and management systems for the betterment of healthcare. Founded in 1961 with offices in Chicago, Washington, D.C., Brussels, Singapore, and other locations across the United States, HIMSS represents more than 23,000 individual members and over 380 corporate members that collectively represent organizations employing millions of people. HIMSS frames and leads healthcare public policy and industry practices through its advocacy, educational and professional development initiatives designed to promote information and management systems' contributions to ensuring quality patient care.

CONFERENCE TRACKS

This year's event features 10 tracks addressing the latest issues in health system's management:

- Advancing Career Development
- Change Management
- Human Factors
- Information Technology
- Leadership and Management
- Lean
- Looking Forward (Global Issues, Industry Problems, etc.)
- Meaningful Use
- Patient Flow
- Quality

WHO SHOULD ATTEND

YOU should attend if you are part of the following groups:

- Physicians, Nurses, and Clinical Professionals
- Seasoned Management and Performance Engineers seeking new ideas and networking
- Industrial Engineers seeking a healthcare career
- Administrators, Managers, and C-Suite Executives seeking to optimize their systems' performance
- Quality Improvement Professionals seeking to expand their breadth and depth of knowledge
- Vendors and Consultants seeking new contacts with the best and the brightest in the business
- Professors, Deans, Students, and Academic Researchers
- VHA Employees, Leaders, and Clinicians
- Students



SCHEDULE AT A GLANCE

SATURDAY, FEB. 18

7 a.m. – 5 p.m.	Conference Registration Desk Open
8 a.m. – Noon	A.M. Half-Day Pre-Conference Workshops (additional fee required)
1 p.m. – 5 p.m.	P.M. Half-Day Pre-Conference Workshops (additional fee required)
4:15 p.m. – 5 p.m.	Student Welcome Reception
5 p.m. – 6 p.m.	Welcome Reception

SUNDAY, FEB. 19

7 a.m. – 5 p.m.	Conference Registration Desk Open
7 a.m. – 7:45 a.m.	Continental Breakfast
7:45 a.m. – 7:55 a.m.	Conference Welcome
8 a.m. – 9:50 a.m.	Breakout Sessions
10 a.m. – 11 a.m.	Keynote Presentation: Steve Markovich, President, Riverside Methodist
11 a.m. – Noon	Student Mixer
11 a.m. – 12:15 p.m.	Dedicated Exhibits
11 a.m. – 6:30 p.m.	Poster Session
12:15 p.m. – 1:30 p.m.	Lunch with Reports from the Leadership of SHS
1:40 p.m. – 2:30 p.m.	Breakout Sessions
2:30 p.m. – 3 p.m.	Refreshment Break in Exhibit Hall
3:10 p.m. – 5 p.m.	Breakout Sessions
5 p.m. – 6:30 p.m.	Networking Reception in Exhibit Hall

MONDAY, FEB. 20

7 a.m. – 4:30 p.m.	Conference Registration Desk Open
7:30 a.m. – 8 a.m.	Breakfast with the Exhibitors
7:30 a.m. – Noon	Exhibits Open
7:30 a.m. – Noon	Poster Session
8 a.m. – 10:50 a.m.	Breakout Sessions
10:50 a.m. – Noon	Dedicated Exhibits
Noon – 1 p.m.	Lunch with Student Competition Winning Presentations
1:10 p.m. – 3 p.m.	Breakout Sessions
3:10 p.m. – 4:30 p.m.	Keynote Presentation: David W. Roberts, Vice President, Government Relations, HIMSS
4:30 p.m. – 5:30 p.m.	Joint Reception with HIMSS ME-PI Group

TUESDAY, FEB. 21

TBD	HIMSS ME/PI Synergy Sessions (additional fee required) For more details on the HIMSS ME/PI Synergy sessions, go to www.himss.org .
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KEYNOTE SPEAKERS



DR. STEPHEN MARKOVICH

President, Riverside Methodist Hospital
Sunday, Feb. 19 at 10 a.m.

As the president of Riverside Methodist Hospital, the largest hospital in the OhioHealth system, Markovich guides the operations and strategic development for the hospital. He has served as a physician and an administrator for the hospital since 1996. He graduated magna cum laude from The Ohio State University College of Medicine and completed his residency in family medicine at Riverside Methodist. He has practiced as a family and emergency physician at Riverside Methodist and has served as clinical assistant professor in the Department of Family Medicine at The Ohio State University. Markovich was formerly the senior vice president of operations at the hospital, overseeing all aspects of hospital operations, including strategic planning, capital management and finance. He is a brigadier general in the Ohio Air National Guard, where he currently serves as the chief of staff. He has logged more than 2,000 flying hours as a fighter pilot and has led the development of the medical-response force that responds to medical disasters in Ohio. He holds a bachelor's degree in engineering from the University of Michigan and an MBA from Wright State University.



DAVID ROBERTS

Vice President, Government Relations, HIMSS
Monday, Feb. 20 at 3:10 p.m.

Roberts is vice president of government relations for the Healthcare Information and Management Systems Society (HIMSS). He oversees the association's congressional, federal and state outreach to influence and educate key stakeholders. He is senior executive for the HIMSS Virginia Office, which includes the Office of Government Relations, and staff liaison to the HIMSS Public Policy Committee. Roberts was previously a financial analyst for the U.S. Air Force in the Pentagon and Germany and served various public service roles, including mayor of Solana Beach, Calif., and two terms on the U.S. Department of Health and Human Services' Advisory Panel on Outreach and Education. He is a founding member of the National Health IT Collaboration for the Underserved and chair of the 50th Congressional District's Organizing for America health policy team.

FEATURED SPEAKERS

David Cowan, Georgia Institute of Technology
"Advancing Career Development"

Mark Graban, Constancy Inc.
"Improving Improvement: From the Suggestion Box to Visual Idea Boards"

Lisa K. Olenski, BJC HealthCare
"What We Didn't Know We Didn't Know – and What You Can Learn from It"

Doris Quinn, MD Anderson Cancer Center
"My Travels with Dr. W. Edwards Deming: The Man and the Message"

Bill Schwent, BJC Healthcare, and Julie Silver, Johns Hopkins MHA Program
"A Rational Decision-Making Framework: Medication Distribution"

"When we look at value, we're really talking about the quality-cost proposition. How do we maximize that relationship so that we deliver the best possible product at an affordable and sustainable rate?"

- Dr. Stephen Markovich
President, Riverside Methodist Hospital

"Everybody is so focused right now on meaningful use and making sure that we get the technology distributed that we can't lose sight that this is not about the technology. It's about the whole process improvement – how we're going to use these systems to improve the quality of care."

- David Roberts
Vice President, Government Relations, HIMSS

SPECIAL CONFERENCE EVENTS

STUDENT PAPER COMPETITION

The Society for Health Systems sponsors a student paper competition to recognize outstanding work that demonstrates the use of industrial engineering skills in improving healthcare-related products, processes or services. Submissions may include research projects, theoretical research, case studies, class projects or any type of methodology in which IE skills were used or could be used to improve a healthcare-related service, product or process. The project should not be limited to patients; the process of patient flow can be affected by several aspects beyond the patient, e.g., lab turnaround times, scheduling and so forth.

Judging criteria will be based on originality and soundness, applicability, methodology, organization and quality of the paper.

JOINT RECEPTION WITH HIMSS ME/PI GROUP

Hobnob with members of the HIMSS Management Engineering/Process Improvement Group at this networking event on Monday, Feb. 20 from 4:30 p.m. – 5:30 p.m.

And for an additional fee, conference attendees can attend the HIMSS ME/PI Synergy Sessions scheduled for Feb. 21. Go to www.himss.org for details.

SOCIETY FOR HEALTH SYSTEMS SCHOLARSHIP

The Society for Health Systems Scholarship recognizes and rewards an undergraduate industrial engineering student who possesses academic excellence and a demonstrated interest in healthcare. It is open to active SHS student members who are enrolled full-time in an undergraduate industrial engineering, operations research or course of study related to improvement in healthcare operations programs. The conference registration form has a place for a contribution to the scholarship fund. To apply, go to www.iinet.org/awards.

POSTER SESSION

**Now with a student poster session added **

For the first time at the conference, there will be a professional section and a student section of poster presentations. View the latest in operational and quality improvement tools, methods and concepts covering areas such as lean, Six Sigma, simulation, project management and facilities planning in a visual form. Posters will be on display in the Exhibit Hall.

2012 PRE-CONFERENCE WORKSHOPS

All workshops take place Saturday, February 18.

8 a.m. - Noon

CLEAN HOSPITAL – HOW TO TEACH LEAN TOOLS EFFECTIVELY IN HEALTHCARE V2.1

Keith Poole, Joseph Swartz and Nimish Patel, HCA

Building upon successful workshops from SHS 2010 and 2011, the presenters offer a revamped half-day workshop that turns attendees into effective teachers of lean tools, with even more specific skills and techniques for educating healthcare staff at all levels in the organization.

1 p.m. – 5 p.m.

LEAN IN DAILY WORK – STANDARD WORK FOR DAILY PROBLEM SOLVING (“TRAIN THE TRAINER”)

Brendon Weil and Kevin DeHority, University of Michigan Health System

Weil and DeHority bring a return of one of our popular breakout sessions from 2011, this time as a workshop, train-the-trainer experience where attendees will learn how to implement the University of Michigan Health System’s Lean in Daily Work problem solving model. Attendees will learn how to facilitate the implementation of a sustainable lean infrastructure and daily problem solving model at their home site.

1 p.m. – 5 p.m.

INPATIENT FLOW – LEARN & APPLY LEAN TECHNIQUES TO SOLVE PROBLEMS

Matt Morrissette, More Effective Consulting

There have been no hands-on human exercises or games that simulate the broad spectrum of variables and process constraints for inpatient hospital flow, until now! Morrissette presents a hands-on exercise called “Get Me Outta Here!” Participants will play a role in a hospital to move patients from the ED or their doctor’s office through an inpatient stay and be discharged. The goal is to learn and apply lean techniques to improve an ineffective inpatient process.

SPEAKER MATRIX

SATURDAY, FEBRUARY 18, 2012

SESSION ROOM	MARTINIQUE A	MARTINIQUE B
8 a.m. – 12 p.m.	<i>cLean Hospital – How to Teach Lean Tools Effectively in Healthcare v2.1</i> Keith Poole, Joseph Swartz and Nimish Patel, HCA	
1 p.m. – 5 p.m.	<i>Lean In Daily Work – Standard Work for Daily Problem Solving – Train the Trainer</i> Brendon Weil and Kevin DeHority, University of Michigan Health System	<i>Inpatient Flow – Learn & Apply Lean Techniques to Solve Problems</i> Matt Morrissette, More Effective Consulting, LLC
5 p.m. – 6 p.m.	Welcome Reception	

SUNDAY, FEBRUARY 19, 2012

7 a.m. – 5 p.m.	Conference Registration Desk Open - Registration Desk 1					
7 a.m. – 7:45 a.m.	Continental Breakfast - Grand Ballroom A					
7:45 a.m. – 7:55 a.m.	Welcome – Grand Ballroom A					
TRACK	LEAN SIX SIGMA	PATIENT FLOW	QUALITY	ACADEMIC	INFORMATION TECHNOLOGY	HUMAN FACTORS
TRACK CHAIRS	Mark Graban	Karl Kraebber	Taryn Lee	David Cowan	Sue Ann Te	Stephanie Means
SESSION ROOM	GRAND BALLROOM B	GRAND BALLROOM C	GRAND BALLROOM D	GRAND BALLROOM E	GRAND BALLROOM F	BARBADOS A&B
8 a.m. – 8:50 a.m.	<i>The Scott & White A3 Problem Solving Consortium Process</i> Chris Melton and Michael Baratz, Scott and White Healthcare Basic level	<i>Modeling and Optimizing Emergency Department Workflow</i> Eva Lee and Saloua Lahlou, Georgia Institute of Technology All Levels	FEATURED SPEAKER <i>My Travels with Dr. W. Edwards Deming: The Man and the Message</i> Doris Quinn, MD Anderson Cancer Center	<i>Uncovering True Home Healthcare Supply Chain Costs</i> Ashlea Bennett Milburn, University of Arkansas, and Scott Mason, Clemson University Basic level	<i>Keeping Everyone Informed: Scheduling Inpatient Testing and Therapy Appointments</i> Kate Betene, Hennepin County Medical Center Basic level	<i>The Application of Human Factors Engineering to Health Care</i> Brian Fillipo, Bon Secours St. Mary's Basic level
9 a.m. – 9:50 a.m.	<i>Scott & White Healthcare Lean Central and Embedded Coach Development Model</i> Gerard Berlanga, Altarum Institute and Marji Henry, Scott & White Healthcare All levels	<i>Using DMAIC Methodology to Increase the Number of MRI Examinations at MD Anderson</i> Ranganath Iyer and Joseph Steele, MD Anderson Cancer Center All levels	<i>Using ISO 9001 and Crew Resource Management to Improve Patient Outcomes</i> James Benz, Enterprise Solutions Inc. Intermediate level	FEATURED SPEAKER <i>Advancing Career Development</i> David Cowan, Georgia Institute of Technology Basic level	<i>The Use of Information Technology in Patient Safety Initiatives</i> Kathleen Detar, Institute of Consultative Bioethics Intermediate level	<i>Establishing Relationships, Improving Patient Safety and Patient and Staff Satisfaction</i> Judith Ann and Joseph F. Pauley, Process Communications Inc. All levels
10 a.m. – 11 a.m.	Keynote Presentation – Steve Markovich - President - Riverside Methodist Hospital - Grand Ballroom A					
11 a.m. – 12:15 p.m.	Dedicated Exhibits - Grand Ballroom GH					
11 a.m. – 6:30 p.m.	Poster Session - Grand Ballroom GH					
12:15 p.m. – 1:30 p.m.	Lunch with Reports from the Leadership of SHS - Grand Ballroom A					

SUNDAY, FEBRUARY 19, 2012 (CONT.)

TRACK	LEAN SIX SIGMA	PATIENT FLOW	QUALITY	ACADEMIC	LEADERSHIP AND MANAGEMENT	HUMAN FACTORS
TRACK CHAIRS	Mark Graban	Karl Kraebber	Taryn Lee	David Cowan	Bill Schwent	Stephanie Means
SESSION ROOM	GRAND BALLROOM B	GRAND BALLROOM C	GRAND BALLROOM D	GRAND BALLROOM E	GRAND BALLROOM F	BARBADOS A&B
1:40 p.m. – 2:30 p.m.	FEATURED SPEAKER <i>Improving Improvement: From the Suggestion Box to Visual Idea Boards</i> Mark Graban, Constasy Inc. Basic level	<i>Concepts and Issues in Healthcare Simulation</i> Lou Keller, Flexsim Software Products Inc. All levels	<i>Quality in a Patient-Centered Healthcare System: But What is the “System”?</i> Serge Sala Diakanda and Maria Bull, University of Central Florida All levels	TBA	<i>What’s a Departmental Assessment and How Do You Make It Happen?</i> Frank Overfelt, Enterprise Solutions Inc. Intermediate level	TBA
2:30 p.m. – 3 p.m.	Refreshment Break in Exhibit Hall - Grand Ballroom GH					
3:10 p.m. – 4 p.m.	<i>Patient Care and Flow through Lean Methodologies</i> Isaac Mitchell and Margaret McKelvey, East Tennessee Children’s Hospital Basic level	<i>Patient Scheduling at Outpatient Specialty Clinics</i> Jose Sepulveda and William Thompson, University of Central Florida Intermediate level	<i>Design and Analysis of Open Response Surveys: Lessons Learned</i> Joan Burtner, Mercer University Basic level	<i>Creating a Healthcare Systems Engineering Fellowship Program within the VA – A Panel Discussion</i> Ashley Benedict, Janis Hersh, and Brian Shiner, New England Veterans Engineering Resource Center (NE VERC), Tom Rust, Worcester Polytechnic Institute All levels	<i>Lean Strategy Deployment: Hoshin Planning to Align Efforts of 13k Healthcare Staff</i> Brock Husby, University of Michigan/Altarum Institute and Tammy Daniels, Scott & White Healthcare All levels	<i>Aviation Crew Resource Management: A Flight Plan to Patient Safety</i> Ragunathan Kanagaretnam, Quality Associates SB and Ranjini Ragunathan, Hospital for Special Surgery Basic level
4:10 p.m. – 5 p.m.	<i>Process Improvement for Sterile Processing Department – Grant Medical Center</i> Nicole Yanich and Alan Covac, OhioHealth Intermediate level	<i>The Leaving Without Treatment Reduction Plan Success Story: Advocate Trinity</i> Julian Magdaleno and Jacquelyn Whitten, Advocate Health Care - Trinity Hospital Basic level	<i>The Role of Continuous Improvement in Healthcare</i> Eduardo Santiago, Minitab Inc. Basic level	FEATURED SPEAKER <i>Journey to High Value Healthcare: The New Role of Process Improvement</i> Pam Arlotta, Maestro Strategies	<i>Developing a Sustainable Improvement Infrastructure</i> Jose Rivera, The Nebraska Medical Center Intermediate level	<i>Reducing Ergonomic Risk with a Rigorous Approach to Workstation Design</i> Woody Dwyer, Travelers Insurance All levels
5 p.m. – 6:30 p.m.	Networking Reception in Exhibit Hall - Grand Ballroom GH					

MONDAY, FEBRUARY 20, 2012

7 a.m. – 4:30 p.m.	Conference Registration Desk Open - Registration Desk 1
7:30 a.m. – 8 a.m.	Breakfast with the Exhibitors - Grand Ballroom GH
7:30 a.m. – Noon	Exhibits Open - Grand Ballroom GH
7:30 a.m. – Noon	Poster Session - Grand Ballroom GH

MONDAY, FEBRUARY 20, 2012 (CONT.)

TRACK	LEAN SIX SIGMA	PATIENT FLOW	CHANGE MANAGEMENT	LOOKING FORWARD	LEADERSHIP AND MANAGEMENT	POTPOURRI
TRACK CHAIRS	Mark Graban	Karl Kraebber	Taryn Lee	David Cowan	Bill Schwent	Dean Athanassiades
SESSION ROOM	GRAND BALLROOM B	GRAND BALLROOM C	GRAND BALLROOM D	GRAND BALLROOM E	GRAND BALLROOM F	BARBADOS A&B
8 a.m. – 8:50 a.m.	<i>Every Employee a Problem Solver on the Road to a Lean Transformation</i> Bart Sellers, Intermountain Healthcare All Levels	<i>Admission to Discharge: Lean Redesign of the Patient Journey</i> Brady Nixon and Stephen Tencich, St. Luke's Health System Intermediate level	FEATURED SPEAKER <i>Data Driven Decision Making: Medication Distribution Analysis</i> Bill Schwent, BJC Healthcare and Julie Silver, Johns Hopkins MHA Program Intermediate level	<i>Journey to Systemness: Aligning Process Excellence with Systemness at OhioHealth</i> Paul Remonko and John Rudy, OhioHealth Intermediate level	<i>Creating a Proactive Leadership Culture for Capacity and Workforce Planning</i> Arthur Lambert, The Center for Clinical Workforce Planning Professionals All Levels	<i>Do I Want to Become a Consultant?</i> John Templin, Templin Management Associates Inc. Basic level
9 a.m. – 9:50 a.m.	<i>Lean Clinic Design</i> Michael Baratz, Scott and White Healthcare and Brock Husby, University of Michigan/Altarum Institute All Levels	<i>Models for Using Predictions to Facilitate Hospital Patient Flow</i> Jordan Peck, MIT - Lean Advancement Initiative and Stephan Gaehde, VHA Boston Intermediate level	<i>Managing Professional Transitions as Part of Organization Change</i> Jean Ann Larson, Children's Medical Center All levels	<i>Allocating Limited Inpatient Bed Capacity</i> Tom Best and Don Eisenstein, University of Chicago Booth School of Business Intermediate level	<i>Focusing Managers on What Really Matters</i> Jace Manning, University of Utah Healthcare Intermediate level	<i>EHR Business Process Management: Process Mining to Process Improvement</i> Charles Webster, Golden Hiker Productions Basic level
10 a.m. – 10:50 a.m.	<i>Leveraging Lean Cross-Industry Partnerships in Healthcare</i> Kathleen Sharp, Lehigh Valley Health Network Intermediate level	<i>Implementation of Healthcare Systems Engineering at Mayo to Improve Care Delivery</i> Tarun Mohan Lal, Mayo Clinic Basic level	<i>Educating a Culture of Improvement</i> Duke Rohe, MD Anderson Cancer Center All levels	Looking Forward (Global Issues, Industry Problems, etc.) Chris Deck, Via Christi HOPE Intermediate level	<i>How to Use Six Sigma Metrics to Improve Organizational Performance</i> Gerald Taylor, The Performance Management Group LLC Basic level	FEATURED SPEAKER <i>What We Didn't Know We Didn't Know – and What You Can Learn from It</i> Lisa K. Olenski, BJC HealthCare All levels
10:50 a.m. – Noon	Dedicated Exhibits - Grand Ballroom GH					
Noon – 1 p.m.	Lunch with Student Competition Winning Presentations - Grand Ballroom A					
TRACK	LEAN SIX SIGMA	QUALITY	CHANGE MANAGEMENT	LOOKING FORWARD	LEADERSHIP AND MANAGEMENT	POTPOURRI
TRACK CHAIRS	Mark Graban	Taryn Lee	Taryn Lee	David Cowan	Bill Schwent	Dean Athanassiades
SESSION ROOM	GRAND BALLROOM B	GRAND BALLROOM C	GRAND BALLROOM D	GRAND BALLROOM E	GRAND BALLROOM F	BARBADOS A&B
1:10 p.m. – 2 p.m.	<i>Using 3P in Lean Healthcare Facility Design</i> Mike Wroblewski, Kaizen Institute USA All Levels	<i>Process Redesign Models: Some Are Useful</i> Bill Hathaway, MoreSteam.com All Levels	<i>Driving Inpatient Throughput: A United Front</i> Mary Jo Snyder, Echo Consulting Group All Levels	TBA	<i>Staffing Best Practices</i> Alan Openshaw, Intermountain Healthcare Intermediate level	<i>Ergonomics & Technology: The Future</i> Jerome Congleton, Texas A&M University Health Science Center School of Rural Public Health Basic level
2:10 p.m. – 3 p.m.	<i>Eliminating Write-offs: Using Lean to Reduce Outpatient Claim Denials</i> Gavin Richards, Medstar Health Basic level	<i>Electronic Health Record Implementation: Design for Lean Six Sigma</i> Jonathan Flanders, Juran Institute Intermediate level	<i>Change Management: 20 Simple, Yet Powerful Tools</i> Julie Amling and Nanette Richardson, Nationwide Children's Hospital All levels	TBA	<i>Linking Goal Deployment to the Strategic Planning Business Cycle</i> John Rudy, OhioHealth Intermediate level	<i>The Leap from P to E</i> Benjamin Yabut, Hopscotch LLC All levels
3:10 p.m. – 4:30 p.m.	Keynote Presentation – David W. Roberts, Vice President, Government Relations, HIMSS - Grand Ballroom A					
4:30 p.m. – 5:30 p.m.	Joint Reception w/HIMSS ME-PI Group – Ballroom G					



HOTEL INFORMATION

The Mirage
3400 Las Vegas Boulevard South
Las Vegas, Nevada 89109

A limited number of rooms are available at the conference rate — Single/Double — \$165. The above rate is subject to applicable tax, which is currently 12 percent and is subject to change without notice. The discounted room rate expires at 5 p.m., Eastern time, on Friday, Feb. 10, 2012, or when the room block is full.

As a collaborator of the HIMSS Conference, we utilize the HIMSS hotel reservation. Please visit www.himssconference.org/travel/hotel.aspx to make your reservations. Please select "SHS" in the category field and enter the code "SHS2012" when making reservations.

The Mirage's guest rooms feature rich hues and imported fabrics in a refined atmosphere of sophisticated comfort. Many are available with breathtaking views of the tropical pool, majestic mountains or Las Vegas Strip.

The AAA Four Diamond Award-winning resort offers smartly redesigned rooms that feature stylish comfort complemented with ultra-modern amenities and chic upgrades. Each room has been revamped to provide the perfect retreat for relaxation. Simple lines with an ergonomic design are detailed to give it a high-touch feel, providing you with a comfortable space to make yourself at home.

The Mirage has 15 restaurants offering broad menus of tempting specialties. From fine dining to a relaxing coffee bistro, you will find it at the Mirage.

We look forward to welcoming you to The Mirage - Vegas Starts Here™. Make hotel reservations now with no upfront out-of-pocket costs, only a credit card to guarantee. You will receive complimentary Internet, and there will be no resort fees.

TRAVEL INFORMATION

TRAVEL BY AIR

Airline Partner

The preferred airline for the Healthcare Systems Process Improvement

Conference is Delta Airlines! Delta Air

Lines is pleased to offer special discounted airfares to Las Vegas. To take advantage of these discounts, follow these simple steps:



Visit www.delta.com/booking and enter Meeting Event code NM8N6 then continue with online booking process. (No service fee applies for booking online.) You may also book via the Delta Meeting Network® reservations at (800) 328-1111**, 7:30 a.m. - 7:30 p.m. (Central time), Monday-Friday, and refer to Meeting Event code NM8N6.

**There is a \$25 service fee for booking via the 1-800 phone number. Valid travel dates are from Feb. 14, 2012, to Feb. 26, 2012.

RENTAL CAR PARTNER

Hertz is the preferred car rental company for the Healthcare Systems Process Improvement Conference! You can make



your reservations online at www.Hertz.com or call Hertz directly at (800) 654-2240 in the U.S. and Canada or (405) 749-4434 elsewhere. Please use CDP# 1641833 and Convention# 04RN0002.

At the time of reservation, the meeting rates will be automatically compared to other Hertz rates and you'll be quoted the best comparable rate available.

CROSSING U.S. BORDERS

U.S. CITIZENS - AIR TRAVEL

All U.S. citizens including children must present a passport or other approved travel document when entering the United States by air. U.S. citizens can present a passport, NEXUS card at airports with NEXUS kiosks, U.S. military ID with travel orders, or a U.S. Merchant Mariner Document when on official business.

U.S. CITIZENS - LAND/SEA TRAVEL

U.S. citizens entering the United States at sea or land ports of entry are required to have documents that comply with the Western Hemisphere Travel Initiative (WHTI), most commonly a U.S. passport, a passport card, a trusted traveler card such as NEXUS, SENTRI or FAST, or an enhanced driver's license. See the complete list of WHTI-compliant documents.

CITIZENS OF OTHER COUNTRIES - AIR TRAVEL

All international visitors regardless of country of origin must present a passport or secure document when entering the United States by air.

CITIZENS OF OTHER COUNTRIES - LAND/SEA TRAVEL

All international visitors will need to present a single document that complies with the Western Hemisphere Travel Initiative (WHTI). See www.getyouhome.gov for more information.

REGISTRATION

CONFERENCE REGISTRATION FEE INCLUDES:

- Admission to all educational tracks with over 50 presentations
- Keynote presentations
- Luncheon with featured speakers
- Networking receptions
- Admission to exhibit area
- Admission to vendor presentations and networking social
- Continental breakfast on Sunday and Monday
- A CD with conference proceedings
- A conference tote bag
- All the learning, networking and fun you want

TEAM DISCOUNT

- Teams of two to four people will be eligible to deduct \$50 off each conference registration fee.
- Teams of five or more can deduct \$100 off each registration fee.
- Team members must be from the same company.
- Team registrations must be submitted by e-mail, fax or postal service mail using the conference registration form and must be received together.
- Team discounts will not apply to the early-bird member rate, students, or any other discounted registrations.



**JOIN THE SOCIETY
FOR HEALTH SYSTEMS
NOW AND SAVE!**

Join SHS For
**ONLY
\$134**

Go to www.societyforhealthsystems.org/join to become a member of SHS and receive the member rates on the Healthcare Systems Process Improvement Conference registration.

By becoming an SHS member now, you will benefit from the growing resources available to members and you can help shape the future of our healthcare improvement profession.



SOCIETY FOR HEALTH SYSTEMS
LEADING HEALTHCARE IMPROVEMENT

DO YOU HAVE A PRODUCT OR SERVICE OTHERS IN OUR HEALTHCARE COMMUNITY NEED TO KNOW ABOUT?

Consider an exhibit or exclusive sponsorship to tell them what's better about your product or service. It's the most cost-effective way to build relationships and gain the additional business you want. This conference is all about the exchange of ideas and promoting best practices among the professionals that want to continue to improve their healthcare system. They strive to find the best mix of products and services that will make the critical difference for their organization to be more productive and thus profitable. Come join us to demonstrate the value of your product or service. Not only will you benefit from reaching more prospects, you will be helping attendees understand how important it is to purchase the best products and services for their organization. Conferences help build business; it's a known fact that in-person meetings lead to more business than any other promotion. Sign up today for your booth and help your brand stand out by sponsoring a unique conference item.

"It actually exceeded my expectations. Hospitality was amazing! Great topics, too."

— Victoria Gaston, Project Manager, Hoag

Contact SHS Marketing Solutions: Dolores Ridout at ridout3@airmail.net or (281) 762-9546, Anita Lambert at anita4@airmail.net or (228) 452-6159, or Hutson Lambert at hlambert@airmail.net or (228) 452-9683.

HEALTHCARE SYSTEMS PROCESS IMPROVEMENT CONFERENCE 2012 REGISTRATION FORM

REGISTER ONLINE AND SAVE TIME

www.shsconference.org

	ADVANCE DEC. 6 - FEB. 8	ON SITE AFTER FEB. 8
<input type="checkbox"/> SHS/HIMSS MEMBER	\$695	\$795
<input type="checkbox"/> NON-MEMBER*	\$875	\$975
<input type="checkbox"/> STUDENT**	\$155	\$215

*Non-member rate includes one-year membership in SHS. Membership becomes active at the conclusion of the conference.

** Student Registration -- You must be a full-time student with an accredited educational institution to be eligible for student rate. Students who are not IIE/SHS members must submit a copy of school schedule or letter from their institution with their completed registration form. A copy of student ID will not be accepted as proof of status.

Team Discount - Save up to \$100 off each registration. Two to four people from the same company who register at the same time can deduct \$50 off each conference registration fee. Five or more can deduct \$100 each. Does not apply to the early-bird member, student or speaker rates.

Online registration will be available until Wednesday, February 8. After that time, please bring completed registration form to the conference.

Register for hotel at www.himss.org. If you are going to attend both the Healthcare Systems Process Improvement Conference and the HiMSS conferences, register at the HiMSS 2012 Conference site to get conference savings of \$100.

Conference registration fee includes:

- Admission to all educational tracks with over 50 presentations
- Keynote presentations
- Luncheon with featured speakers
- Welcome reception
- Admission to exhibit area
- Admission to vendor presentations and networking social
- Continental breakfast on Sunday and Monday
- A CD with conference proceedings
- A conference tote bag
- All the learning, networking and fun you want

Pre-conference workshops and hotel room fees are separate fees and are not included in registration fee.

Please complete:

Mr. Mrs. Ms. Dr.

Last/Surname First: _____

Preferred first name on badge: _____

Title: _____

Company: _____

Address: _____

City: _____ State/Prov Zip: _____

Country: _____

Please check one: Company address Home address

Phone: _____ Fax: _____

E-mail: _____

Yes, I require special assistance services. E-mail your request to cs@iienet.org.

Method of Payment: (Conference fees are due in full at registration in U.S. currency only.)

Check – made payable to IIE

A check for \$ _____ is enclosed. Check # _____

Credit card – Please charge \$ _____ to my:

Visa MasterCard American Express

Credit card # _____ Exp. Date: _____

Signature: _____

Name of cardholder (print): _____

Cancellations and Substitutions:

Cancellations must be made in writing and faxed to (770) 263-8532 or mailed to IIE, 3577 Parkway Lane, Suite 200, Norcross, GA 3009. See website for deadline for refund. Contact customer service at cs@iienet.org or (770) 449-0460x102 or (800) 494-0460.

Pre-Conference Workshops

Saturday, February 18

HALF-DAY WORKSHOPS

ADVANCE
DEC. 6 - FEB. 8
MEMBER/NON-
MEMBER
\$195/\$215

ON SITE
AFTER FEB. 8
MEMBER/NON-
MEMBER
\$235/255

8 A.M. - NOON **LEAN HOSPITAL – HOW TO TEACH LEAN TOOLS EFFECTIVELY IN HEALTHCARE V2.1**

1 P.M. - 5 P.M. **LEAN IN DAILY WORK – STANDARD WORK FOR DAILY PROBLEM SOLVING – TRAIN THE TRAINER**

1 P.M. - 5 P.M. **INPATIENT FLOW – LEARN & APPLY LEAN TECHNIQUES TO SOLVE PROBLEMS**

SIGN UP FOR BOTH THE MORNING AND AFTERNOON WORKSHOP FOR ONLY \$295-MEMBER /\$315-NON-MEMBER

I WOULD LIKE TO DONATE TO THE SHS SCHOLARSHIP FUND

\$50

\$25

\$10

TICKETED EVENTS

The following events are complimentary, but do require tickets for admission

I WILL ATTEND THE WELCOME RECEPTION ON SATURDAY, FEBRUARY 18

I WILL ATTEND THE NETWORKING RECEPTION ON SUNDAY, FEBRUARY 19

I WILL ATTEND THE JOINT RECEPTION WITH HIMSS ME-PI GROUP ON MONDAY, FEBRUARY 20

I WILL ATTEND THE LUNCHEON ON SUNDAY, FEBRUARY 19

I WILL ATTEND THE LUNCHEON ON MONDAY, FEBRUARY 20

I WOULD LIKE TO SERVE AS A STUDENT MENTOR AT THE CONFERENCE