

Synapse: Applied Healthcare Operations Management & Research Conference

April 19, 2012

at

Northwestern Memorial Hospital,
Chicago

by

College of Healthcare Operations
Management (of POMS) and
Northwestern University Program
for Value and Innovation in
Healthcare Delivery (NUVIHD)

Organizers

www.poms.org; www.nmh.org



MCCormick

Northwestern Engineering

CONFERENCE OBJECTIVES

This conference aims to facilitate the growing needs of healthcare researchers and practitioners to better connect with each other. The challenges facing healthcare necessitates active exchange of ideas between all concerned, in order to develop solutions that are innovative, practical and sustainable. This conference provides a venue for discussion between those working and researching healthcare delivery issues to share what works, what doesn't and why, and which areas need greater attention. The conference is meant to complement the POMS annual meeting (April 20-23, 2012) as it gives attendees a chance to listen to practitioners and allows time for brainstorming new research ideas.

PANEL DISCUSSION OF HOSPITAL ADMINISTRATORS



Nancye Feistritz,
Vanderbilt
University
Medical Center

Nancye Feistritz, MSN, RN, is the Associate Hospital Director at Vanderbilt University Medical Center in Nashville, TN, with an extensive background in hospital administration and Perioperative Services. She has the administrative oversight of 68 operating rooms and associated surgical areas where approximately 40,000 cases are performed each year.



Navneet Kathuria,
Baylor College of
Medicine

Navneet Kathuria, MD, MPH, MBA, is the Chief Performance Improvement officer at Baylor College of Medicine, Houston, TX. Over last two decades, he has led process improvement and systems engineering initiatives over several large healthcare delivery organizations. He is a member of the development committee for 'Doctors of the World'. He leads several community efforts; recognized by the S. Asian community (2002) with national 'Creating a Voice' award.

POSTER PRESENTATIONS

Posters highlighting novel research are invited for the afternoon session. Proposals are due March, 16, 2012. Contact David D. (ddobrzyk@emich.edu) for information.

SHOWCASE: 3 APPLIED RESEARCH PRESENTATIONS

REGISTRATION: \$90 (non-students), \$45 (students). Capacity is limited, registration on first-come-first-serve basis. Register through: www.pomsmeetings.org/ConfEvents/025/

Jay Anderson, MBA, is the VP of Quality and Operations for Northwestern Memorial Hospital. He oversees quality, safety, process improvement, and the patient experience. He advances healthcare quality and improvement externally through national presentations and is on the faculty of the Northwestern University Masters in Quality and Patient Safety and Masters in Medical Informatics programs.



Jay Anderson
Northwestern
Memorial
Hospital

ROUNDTABLE DISCUSSIONS

An hour long discussion led by practitioners and process improvement experts in breakout groups of up to 10 healthcare researchers. Discussion leader(s) present operational challenges they face, and some solutions they have implemented. Researchers will relate solutions to existing knowledge and then jointly develop future research questions. Contact Carrie Queenan (c_queenan@nd.edu) for information.

HOSPITAL TOUR

Participants go for an hour long tour to one or more of Northwestern Memorial Hospital's facilities.

AGENDA		
From	To	Activity
7:30 AM	8:00 AM	Breakfast & Registration packet pickup
8:00 AM	8:15 AM	Introductions
8:15 AM	9:15 AM	Panel discussion of Hospital Administrators
9:15 AM	9:30 AM	Coffee Break 1
9:30 AM	10:30 AM	Round table discussions (1st batch - 50 to 60 people)
9:30 AM	10:30 AM	Tour (2nd batch - 50 to 60 people)
10:30 AM	10:40 AM	Set up break
10:40 AM	11:40 AM	Round table discussions (2nd batch - 50 to 60 people)
10:40 AM	11:40 AM	Tour (1st batch - 50 to 60 people)
11:50 AM	1:30 AM	Working lunch + Round table discussions' summary
1:30 AM	2:30 AM	Poster session + Networking + Coffee Break 2
2:30 AM	3:30 AM	3 applied research presentations
3:30 AM	3:45 AM	Thank you, and conference ends

ROUNDTABLE DISCUSSION LEADERS' ORGANIZATIONS

CCH: Cincinnati's Children Hospital

Mayo: Mayo Clinic

MHCD: Mental Health Center of Denver

NMH: Northwestern Memorial Hospital

VUMC: Vanderbilt University Medical Center

Roundtable Topic	Discussion Leaders	Organization
Patient Flow		
ED boarding and blocking	Kris Goetz, Michael Schmidt	NMH, Chicago, IL
Patient flow optimization	John Baker, Lydia Splan	NMH, Chicago, IL
Patient access in integrated care	Tom Rohleder	Mayo Clinic, MN
Surgical Operations		
Technology enhancements in OR	Brian Rothman, Paul Jacques	VUMC, Nashville, TN
Supply distribution performance	George Cybulski, Eric Hartlauf	NMH, Chicago, IL
Off-site case cart fulfillment	Brian Dakin	VUMC, Nashville, TN
Variability Management		
Managing ED arrival variability	Michael Ward, Craig Froehle	CCH, Cincinnati, OH
Resource modeling in simulation	Todd Huschka	Mayo Clinic, MN
Handoff costs & logistics	Jonathan Turner, Kevin O'Leary	NMH, Chicago, IL
Lean & Process Improvements		
Lean Scheduling Improvements	Craig Iverson, Linda Laganga	MHCD, Denver, CO
Decreasing readmission	Shruti Cruz, Mark Williams	NMH, Chicago, IL
Hospital acquired conditions	Jennifer Van Dyke, Hiren Shah	NMH, Chicago, IL

College of Healthcare Operations (of POMS)

President: Vikram Tiwari, University of Houston; vtiwari@uh.edu
 Vice President: Linda Laganga, Mental Health Center Denver; linda.laganga@mhcd.org
 Secretary: Carrie Queenan, University of Notre Dame, c_queenan@nd.edu
 VP Outreach: David Dobrzykowski, Eastern Michigan University, ddozrzyk@emich.edu

Northwestern University Program for Value and Innovation in Healthcare Delivery

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