

Synapse: Applied Healthcare Operations Management & Research Conference

Thursday, May 2, 2013

at

Marriott Downtown Hotel
(Production & Operations
Management Society (POMS)
Conference Hotel)

by

College of Healthcare Operations
Management (CHOMS)

Organizers

www.poms.org; www.mhcd.org



CONFERENCE OBJECTIVES

This conference connects healthcare researchers and practitioners to actively exchange ideas and approaches. This helps all of us to develop solutions that are innovative, practical and sustainable in improving the operations of healthcare. 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 (May 3-6, 2013) as it gives participants a chance to learn from practitioners and researchers and allows time for brainstorming new research ideas and approaches to improving the effectiveness of healthcare systems.

PANEL DISCUSSION: CHALLENGES AND OPPORTUNITIES IN AN ERA OF HEALTHCARE REFORM



James Benneyan, Ph.D., is the founding director of two federally-awarded healthcare engineering centers, and professor of Industrial Engineering and Operations Research at Northeastern University. He serves as a director of the NSF Center for Organization Transformation, the New England VA Engineering Resource Center, and Northeastern's Quality and Productivity research laboratory. His work collectively integrates academic research, real-world application, and workforce development.



Phil Goodman, MS, RRT, is the Director of Lean Systems Improvement at Denver Health, and has been Directing Denver Health's Lean program since its inception. Mr. Goodman also has over twenty years of experience as a Respiratory Therapist in the critical care setting. Denver Health was awarded the "Bronze Medallion Shingo Prize for Operational Excellence" in recognition of Denver Health's accomplishments during its Lean Journey of Transformation.

David H. Berger, MD, MHCM, is Vice President and Chief Medical Officer of the Baylor College of Medicine Medical Center (Houston) and Professor and Vice-Chair of the Michael E. DeBakey Department of Surgery at Baylor College of Medicine. He was the Operative Care Line Executive for the Michael E. DeBakey VAMC for 13 years. As the Director of the VISN 16 Veteran's Engineering Research Center he oversaw collaborations with academic researchers. He is an expert in the efficient and safe management of operating rooms.



ROUNDTABLE DISCUSSIONS

A fifty-minute session of concurrent discussions led by practitioners and process improvement experts in breakout groups of up to 10 will be held. 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.

SHOWCASE: 2 APPLIED RESEARCH AND IMPLEMENTATION PRESENTATIONS

- 1. Design for Six Sigma: Applications in Behavioral Healthcare**
Anthony Lucas, MPH – Allegheny HealthChoices, Inc. (AHCI)
David Grabowski, LCSW – Wesley Spectrum Services (WSS)
Craig Iverson, MA – Mental Health Center of Denver (MHCD)
Linda LaGanga, PhD – Mental Health Center of Denver (MHCD)
Jamison V. Kovach, PhD – University of Houston
Lawrence D. Fredendall, PhD – Clemson University
- 2. Same-day Scheduling in a New Clinic Operation**
Kristi Mock, LCSW, Mental Health Center of Denver (MHCD)
Jay Flynn, JD, Mental Health Center of Denver (MHCD)
Will Latimer, LPC, Mental Health Center of Denver (MHCD)

REGISTRATION:

\$100 (non-students), \$50 (students). Capacity is limited, registration on first-come-first-serve basis. Register through:

<https://www.pomsmeetings.org/EventsNet/EventRegistration/Default.aspx?pr=1&ev=47&memType=4>

Conference Agenda

From	To	Duration	Activity
1:00 PM	1:10 PM	0:10	Welcome & Introductions
1:10 PM	2:10 PM	1:00	Healthcare Operations Leaders Panel
2:10 PM	2:20 PM	0:10	Break I
2:20 PM	3:00 PM	0:40	Featured Presentation 1: Design for 6σ
3:00 PM	4:00 PM	1:00	Featured Presentation 2: Same Day Scheduling: New Clinic Operations
4:00 PM	4:15 PM	0:15	Break II
4:15 PM	5:05 PM	0:50	Practitioner-Researchers Roundtable Discussions
5:05 PM	5:15 PM	0:10	Break III
5:15 PM	6:00 PM	0:45	Roundtable Summaries
6:00 PM	6:15 PM	0:15	Wrap-up Discussion + Thank yous
6:15 PM	7:45 PM	1:30	Evening Social at the Hotel

ROUNDTABLE DISCUSSION LEADERS

DHHA: Denver Health Hospital

1. Daniela Brown, BS (Senior Lean Facilitator)

Mayo: Mayo Clinic, Rochester, MN

2. David Cook, MD (Professor - Anesthesiology)
3. Aric Knutson, MBA (Unit Head Systems and Procedures)

MHCD: Mental Health Center of Denver

4. Craig Iverson, MA (Lean Six Sigma Process Improvement Manager)
5. Paul Frankel, Ph.D. (Evaluation Specialist)
6. Linda LaGanga, Ph.D. (Director Quality Systems & Operational Excellence)

UC: University of Cincinnati

7. Michael Ward, MD (Assistant Professor – Emergency Medicine)

UH: University of Houston

8. Jami Kovach, Ph.D. (Associate Professor – Operations Mgmt)

ROUNDTABLE DISCUSSION LEADERS

UTMC: University of Toledo Medical Center

9. Thomas Schwann, MD (Professor & Surgery Division Chief, Cardiothoracic Surgery)
10. David Dobrzykowski, Ph.D. (Assistant Professor – Operations Mgmt)

UUH: University of Utah Hospital

11. Robert Schmidt, MD, Ph.D. (Assistant Professor – Pathology & Ops Mgmt.)

VUMC: Vanderbilt University Medical Center Nashville, TN

12. Brian Dakin, MBA (Administrative Director – Perioperative Services)
13. David Wyatt, MPH, RN, CNOR (Administrative Director – Perioperative Services)
14. Paul St. Jacques, MD (Associate Professor – Anesthesiology)
15. Brian S. Rothman, MD (Assistant Professor – Anesthesiology)

College of Healthcare Operations (of POMS) - Organizers

- | | |
|---------------------------|---|
| Vikram Tiwari, Ph.D. | - President, vikram.tiwari@Vanderbilt.Edu |
| Linda Laganga, Ph.D. | - VP Meetings, Linda.Laganga@mhcd.org |
| David Dobrzykowski, Ph.D. | - VP Outreach, david.dobrzykowski@utoledo.edu |
| Tom Rohleder, Ph.D. | - Secretary, Rohleder@mayo.edu |

Roundtable Topic	Discussion Leaders	Org.
Systems & Processes, Quality & Outcomes		
Surgical Quality and Outcomes	Dr. Paul St. Jacques	VUMC
Process Improvement and Patient Outcome Tradeoffs	Dr. Robert Schmidt	UUH
Surgical Operations		
Designing Post-Operative Care Systems	Dr. David Cook	Mayo
Decision-Making and Information Availability	Dr. Brian S. Rothman	VUMC
Service Mix Variability and Supply Costs	Brian Dakin	VUMC
Labor Scheduling Practices	David Wyatt	VUMC
Cancellations and On-Time Case Starts	Dr. Thomas Schwann, David Dobrzykowski	UTMC + UT
Scheduling		
Patient Scheduling	Aric Knutson	Mayo
Lean & Process Improvements		
Academic / Practitioner Process Improvement Action Research	Linda LaGanga, Jami Kovach	MHCD + UH
Lean and Process Improvement in Integrated care	Craig Iverson, Daniella Brown, Paul Frankel	MHCD + DHHA