

**POMS COLLEGE OF HEALTHCARE OPERATIONS MANAGEMENT
MINI-CONFERENCE**

***Achieving Patient-Centered Care and Improved Outcomes through
Operations Management***

THURSDAY MAY 6, 2010

University of British Columbia, Thea Koerner Graduate Center

VANCOUVER, BC, CANADA

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- 8:30–8:50 am **TRANSPORT** from Sheraton Wall Centre Hotel, 1088 Burrard St, to UBC Thea Koerner Graduate Student Center – “Thea’s Lounge”
- 8:50 – 9:20am **BREAKFAST**
- 9:20-9:30am **WELCOME, Anita Tucker, President of POMS CHOM**

PART 1: HEALTHCARE SUPPLY CHAIN TOOLS AND TRENDS

- 9:30-10:00am **Richard Phillipe, President of Logi-D (FACILITATOR: SYLVAIN LANDRY)**
Hospital replenishment and tracking systems
- 10:00-10:30am **David Lawson, Fraser Health/ Vancouver Coastal**
Centralizing material management and pharmacy at Fraser Health
- 10:30-10:45am **BREAK: Coffee and Snack**
- 10:45-11:45am **HEALTH CARE SUPPLY CHAIN MANAGEMENT PANEL (FACILITATOR: SARAH BOURQUE)**
Transforming Healthcare Supply Chains
Jitendra Prasad, Senior V.P. Supply Chain, Alberta Health Services
David Loukra, British Columbia Health Authorities

LUNCH: POSTER SESSION

- 11:45-1:15pm **LUNCH, POSTER SESSION and BOOK SIGNING (FACILITATOR: DAVID DING)**
Naida Grunden, The Pittsburgh Way to Efficient Healthcare: Improving Patient Care using Toyota based Methods.
Cindy Jimmerson: A3 Problem solving for Healthcare: A Practical Method for Eliminating Waste. Value Stream Mapping for Healthcare Made Easy.

PART 2: LEAN IMPROVEMENT IN HEALTHCARE ORGANIZATIONS

- 1:15-2:30pm **HEALTHCARE EXECUTIVE PANEL (FACILITATOR: DEBRA THOMPSON)**
Improving Patient Outcomes

Tentative

Mary Ackenhusen, COO of Vancouver Coastal Hospitals
Cindy Jimmerson, President of Lean Health Care West
Mimi Falbo, Mimi Falbo Associates LLC, Former CEO, Board member UPMC Braddock Hospital, and Board Member Global Links

2:30-3:15pm **Marilyn Chow, VP of Patient Care Services for Kaiser Permanente**
Patient Centered Care through Operations Management & Facility Design

3:15-3:45pm **BREAK: Coffee and Snack**

3:45-5:00pm **PHYSICIAN PANEL (FACILITATOR: MARK VONDEREMBSE)**
Lean Healthcare: Physician's Perspectives on Opportunities and Misunderstandings
Zameer Brey, MD, Process Analyst, Senior Management, Groote Schuur Hospital, Cape Town, South Africa
Genevieve Desbiens, MD, Urologist & Vice-President of the Medical Council, Fleury Hospital, Montreal, Canada
Marcus Froehling, MD, Chief Medical Officer Cheshire & Merseyside NHS Treatment Center, UK

5:00pm **ADJOURN AND TRANSPORT** back to Sheraton Wall Centre Hotel

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