

**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

6371 CRESCENT ROAD V6T 1Z2

VANCOUVER, BC, CANADA

-
- 8:15 am **TRANSPORT** from Sheraton Wall Centre Hotel, 1088 Burrard St, to UBC Thea Koerner Graduate Student Center – “Thea’s Lounge” Meet at the Hotel Entrance for Taxis
- 8:50-9:00am **WELCOME, Anita Tucker, President of POMS CHOM**

HEALTHCARE SUPPLY CHAIN TOOLS AND TRENDS

- 9:00-9:30 am **Richard Philippe, President of Logi-D (FACILITATOR: SYLVAIN LANDRY)**
Hospital Replenishment and Tracking Systems
- 9:30 -10:00 am **David Lawson, Fraser Health/ Vancouver Coastal**
Centralizing Material Management and Pharmacy at Fraser Health
- 10:00-10:15am **BREAK: Coffee and Snack**
- 10:15-11:15 am **HEALTH CARE SUPPLY CHAIN MANAGEMENT PANEL (FACILITATOR: SARAH BOURQUE)**
Transforming Healthcare Supply Chains
Jitendra Prasad, Senior V.P. Supply Chain, Alberta Health Services
David Loukras, BC Health Authority Shared Services
- 11:15-11:30 am **“FRIDAY NIGHT AT THE ER®” (FACILITATOR: DAVID DOBRZYKOWSKI)**
Rhoda Ryba, Senior Associate, Breakthrough Learning, Inc.
Overview of the Teaching Simulation, **Friday Night at the ER®**
A hospital themed simulation game for people to learn to collaborate and innovate while considering the affects of their actions on a larger system. Inspired by the Beer Game. Participants will have the opportunity to play the game during lunch and networking hour.
- 11:30-12:30 pm **LUNCH, POSTER SESSION, BOOK SIGNING (FACILITATOR: KEN KLASSEN)**
Poster Session in Leon’s Lounge
(Abstracts and Poster Locations begin on page 4.)
Book Signing
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.

*Hands-on Demonstration of the Teaching Simulation, **Friday Night at the ER®***

A hospital themed simulation game for people to learn to collaborate and innovate while considering the affects of their actions on a larger system. (Facilitator: Rhoda Ryba, Senior Associate, Breakthrough Learning, Inc.)

KEYNOTE SPEAKER

12:30- 1:30 pm **Christi Zuber**, Director, Innovation Consultancy, Kaiser Permanente (**FACILITATOR: ANITA TUCKER**)
Using Human-Centered Design to Achieve Operational Impact

LEAN IMPROVEMENT IN HEALTHCARE ORGANIZATIONS

1:30-2:45pm **HEALTHCARE EXECUTIVE PANEL (FACILITATOR: DEBRA THOMPSON)**
Implementation Challenges in using Lean Techniques to Improve Patient Outcomes
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

2:45- 3:00pm **BREAK: Coffee and Snack**

3:00-4:00pm **PHYSICIAN PANEL (FACILITATOR: MARK VONDEREMBSE)**
Lean Healthcare: Physician's Perspectives on Opportunities and Misunderstandings
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

4:00 – 5:00 PM **NETWORKING**
Friday Night at the ER!, Book Sales, and Poster Sessions will remain open

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

OPTIONAL ACTIVITIES

7:00 PM Continue the Conversations at **Dinner!** (Self-funded)
Reservations at Vancouver Restaurants near the Sheraton Wall Centre
- Sanafir. 1026 Granville Street. Phone: (604) 678-1049
- Circa Restaurant and Lounge. 1050 Granville Street. Phone: (604)-683-3311
- Salam Bombay. 755 Burrard Street Phone: (604) 681-6300

Or Stay on UBC's Beautiful Campus a Little Longer

5:00 – 6:30 PM **Walking Tour through UBC Campus.**

6:30 – 8:00 PM **Dinner at "The Point Grill" on UBC Campus. (Self-funded)**
Building 4. 2205 Lower Mall. (Marine Drive Residence) 604-822-9503

8:00 PM **Transport** back to Sheraton Wall Centre Hotel