

**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

8:30–8:50 am **TRANSPORT** from Sheraton Wall Centre Hotel, 1088 Burrard St, to UBC Thea Koerner Graduate Student Center – “Thea’s Lounge”

8:50-9:00am **WELCOME, Anita Tucker**, President of POMS CHOM

HEALTHCARE SUPPLY CHAIN TOOLS AND TRENDS

9:00-9:30 am **Richard Phillipe**, 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

11:15-12:30 pm **POSTER SESSION and BOOK SIGNING (FACILITATOR: KEN KLASSEN)**
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.

Lunch will be served at 12:00

KEYNOTE SPEAKER

12:30- 1:30 pm **Marilyn Chow**, VP of Patient Care Services for Kaiser Permanente (**FACILITATOR: ANITA TUCKER**)
Patient Centered Care through Operations Management & Facility Design

PART 2: LEAN IMPROVEMENT IN HEALTHCARE ORGANIZATIONS

- 1:30-2:45pm **HEALTHCARE EXECUTIVE PANEL (FACILITATOR: DEBRA THOMPSON)**
Improving 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**
- 3:00-4:15pm **PHYSICIAN PANEL (FACILITATOR: MARK VONDEREMBSE)**
Lean Healthcare: Physician's Perspectives on Opportunities and Misunderstandings
Zameer Brey, MD, (tentative) 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
- 4:15 – 5:00 PM **NETWORKING**
5:00pm **ADJOURN AND TRANSPORT** back to Sheraton Wall Centre Hotel
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