

**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