

**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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