

Confirmed Speakers:

Tracy West-Grubb

Chief of Staff & Area VP of Operations
 CareCentrix

Michael Johnston

Corporate Operations
 Carolina Health System

Joyelle Sudbury

VP Quality & Affiliate Relations
 Cedars-Sinai

Edgardo Terriero

CEO
 General Hospital System

Bruce Darrow

Chief Medical Officer
 Mount Sinai Healthcare

Bill Owad

SVP Operational Excellence
 Cardinal Health

Adam Johnson

Corporate Director – Organizational Transformation
 Baptist Health

Didier Rabino

VP Executive Lean Sensei
 Fairview Health System

Charles De Busk

VP Performance & Process Improvement – Acute Care
 UHS of Delaware

Julie Griffin

Patient Care Director Neuroscience
 Barnes Jewish Hospital

Mary Ellen Pratt

CEO
 St James Parish Hospital

Valentine Boving

Senior Healthcare Systems Engineer, Office of Performance Improvement
 The University of Texas MD Anderson Cancer Center

Anne Marie Benedicto

Vice President
 Joint Commission Center for Transforming Healthcare

Yona Capobianco

VP BPE
 Becton Dickenson

John Ludwig

President & CEO
 HSHS St Joseph's Hospital

Hal Williams

Operational Vice President - Finance
 Nemours

Amy Kosifas

MBA, CSSBB, CPPS, Director, Sharp University
 Sharp Healthcare

Kim Sinclair

Administrative Director, Lean Transformation Office
 UCSF Health

Steve Stenberg

Senior Director
 Spectrum Health

Lei Choi

Medical Director
 UCSF Health

May 15-17, 2018 | New Orleans

BTOES HEALTH

Jorge Barron

VP Regional Enterprise COE Latam
MetLife

David Grazman

Director, Business Development
**Joint Commission Center for
Transforming Healthcare**

Geoffrey Gamble

*Senior Consultant P.I &
Employee Engagement*
Kaiser Permanente

Christopher Govero

*Director of Operations/Business
Development*
HSHS St Joseph's Hospital

Dr Joseph Perno

*MD Physician Director, VP Medical
Affairs & Safety & Medical Staff
Officer*

John Hopkins All Children's Hospital

Michelle D. Smith

Project Director
Louisiana Hospital Association

Tracy West-Grubb

*Chief of Staff & Area VP of
Operations*
CareCentrix

Katie Gurvitz

Director, Performance Improvement
Cedars-Sinai Health System

Kenneth Cochran

CEO
Opelouses Hospital

Claudia Guthrie

Director, BPE
Blue Cross Blue Shield

Rohit Hasija

Programme Director
NYC+ Health System

Cristina Jones

*Director Transformation & Process
Integration*
Monroe Carell Jr.

Scott Saxton

*Executive Director Continuous
Improvement*
Intermountain Healthcare

Mustafa Abdulali

Director of Lean Transformation
**Naples Community Hospital
Healthcare System**

David Linz

Director of Quality Improvement
Naples Community Healthcare

Paula Antognoli

Project Manager
UHS of Delaware

Erin Zeringue

President
A3 Healthcare

Leslie Simon

Manager, BPE
Blue Cross Blue Shield

Ray Brand

*Lean Performance Improvement
Specialist*
Barnes Jewish Hospital

Kristen Haydon

*Senior Specialist Performance
Improvement*
Peace Health

May 15-17, 2018 | New Orleans

BTOES HEALTH

Jim Crocker

Manager, Process Improvement
Spectrum Health

Namita Azad

Transformation Manager
Montifiore Medical Group

Dr Tom Muha

Director
PROPEL Institute

Cody Schmits

*Director Transformation & Process
Integration*
Monroe Carell Jr. Children's Hospital
at Vanderbilt University MC

Advisory Board

Blan Godfrey

Past President

**Institute of Healthcare
Improvement (IHI)**

Steve Stenberg

*Senior Director Performance
Improvement*

Spectrum Health

Michael Johnston

Corporate Operations

Carolina Health System

Erin Zeringue

President

A3

Geoffrey Gamble

*Senior Consultant P.I &
Employee Engagement*

Kaiser Permanente

Joe Gaurisco

*System Chair
Emergency Medicine*

Ochsner Health

Blix Rice

VP Innovation and Transformation

**Care Co-ordination Institute &
Greenville Healthcare**

Bill Owad

SVP Operational Excellence

Cardinal Health

Christina Ford Arellano

*VP Process Improvement,
Programme Management &
Operations*

McKesson

Tracy West-Grubb

*Chief of Staff & Area VP of
Operations*

CareCentrix

Kenneth Cochran

President & CEO

Opelouses General Health System

Randy Vogenberg

Lead Collaborator and Founder
**National Institute of Collaborative
Healthcare**

AGENDA AT-A-GLANCE

Pre-Summit Workshop: Tuesday May 15th, 2018

1.5 & 2.5 Hour Practical Action-Oriented Skill Development Workshops

| | | | |
|------------------------|---|--|--|
| 7:30am | Registration, Breakfast & Networking | | |
| | WORKSHOP A | WORKSHOP B | WORKSHOP C |
| 8:30am – 10:00am | <p>KATA COACHING & HUMBLE ENQUIRY COACHING KATA & HUMBLE ENQUIRY</p> <ul style="list-style-type: none"> • What is Coaching Kata and Humble Enquiry? • Developing questioning styles • Socratic coaching instead of directive coaching • Understanding the cycle of Coaching Kata and Improvement Kata • Coaching the learner and the coach • Creating coaching partnerships <p>Confirmed: Charles De Busk, VP Performance and Process Improvement – Acute Care, & Paula Antognoli, Project Manager, UHS of Delaware</p> | <p>PHYSICIAN ENGAGEMENT</p> <ul style="list-style-type: none"> • Understanding what drives physicians • How to avoid alienating them • Creating a win—win scenario • Creating projects that physicians love! <p>Confirmed: Erin Zeringue, President, A3 Healthcare</p> | <p>A PATIENT CENTRIC PROCESS IMPROVEMENT CARE PATHWAY FOR TOTAL JOINT ARTHROPLASTY IN A SAFETY NET HOSPITAL</p> <ul style="list-style-type: none"> • Performing gap analysis • Developing patient centric best clinical pathway • Standardization that reduces user error and increases efficiency • Effective communication tools to enhance patient safety • Ensuring sustainability in a clinical process. • Creating a pathway that has potential for replication across facilities |

Confirmed: Rohit Hasija, Programme Director Hip and Knee Center, NYC+ Health System

10:00am
-
10:30am
10:30am
-
1:00pm

Refreshment Break

WORKSHOP D

SO YOU WANT TO START DOING LEAN...?

I've got a great idea, let's improve our quality and lower cost! I'm not sure how to do that but my Toyota is pretty awesome so let's figure out what they do. Attend the workshop and laugh along (because crying isn't an option!) while being regaled with real world examples of what not to do when trying to implement Lean in Healthcare.

- Ways to kick it off depending on who told you to do it
- Create a structure that minimizes the number of yearly evaluations you have to do
- Picking projects, assuming you have a choice

WORKSHOP E

PARADIGM SHIFT: GAINING BUY-IN FROM LEAN LEADERS AND DRIVING FOR A PERFORMANCE-BASED CULTURE

- Do you know what your CEO wants?
- Creating a strategy for buy-in, implementation, and sustainability
- Tackling challenges and bottlenecks in the organization

At Kaiser Permanente (KP), labor union and company leaders and employees have worked under an historic "Labor-Management Partnership" (LMP) for more than 20 years. Frontline departments, supervisors, and providers use interest-based problem solving and consensus decision making processes to address day-to-day operations and to execute key change initiatives. Since 2012, facilities in the Central Valley

WORKSHOP F

SPECTRUM HEALTH IMPROVEMENT PRIORITIZATION

- Transparency of Performance - highlighting problems and making them visible
- Improvement projects tracked by the Obeya and iHub work
- Delivery of Care designed around the patient
- Payment and incentives based on value and outcomes
- Transformation House link
- Primary focus is on Management System and Leadership Behaviours

Confirmed: Steve Stenberg, Senior Director, Process Improvement & Jim Crocker,

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| <ul style="list-style-type: none"> • Calculating ROI (I have no idea, I just use lots of big words and talk fast) • Different ways to roll this out and not lose your job <p>Be prepared to fill out your own A3 on your organization’s decision to go Lean (mainly because I only have 60 minutes of material and it’s a 90 minute workshop).</p> <p>Confirmed: Mustafa Abdulali, Director of Lean Transformation, Naples Community Hospital HC System</p> | <p>Area of California have combined Lean (and other PI) methodologies with information from the best minds on change management, design thinking, and culture transformation to develop leadership from an ontological perspective, to address the source and barriers to taking true action to impact Unit-Based Team (UBT) performance.</p> <p><i>Attendees of this workshop will get an overview of this approach, with specific KP examples where the actions and results trumped the usual reasons, excuses, and justifications that maintain the status quo. Using “experiential learning” techniques from the Central Valley’s unique leadership development curriculum, participants will have the opportunity to generate new perspectives about a real problem they face in their current role, and develop new steps to take, inside an innovative case for action.</i></p> <p>Confirmed: Geoffrey Gamble, Senior Consultant for Performance Improvement & Employee Engagement Kaiser Permanente Group</p> | <p>Manager Process Improvement, Spectrum Health</p> |
| <p>1:00pm - 2:30pm Lunch Break</p> | | |

2:30pm
–
5:00pm

| WORKSHOP G | WORKSHOP H | WORKSHOP I |
|--|--|---|
| <p>BLUE CROSS BLUE SHIELD NC'S JOURNEY TO MATURE BUSINESS PROCESS MANAGEMENT</p> <ul style="list-style-type: none"> • BCBSNC Overview/Introduction • Call to Action/Case for Change • Implementation of BPM • Lessons Learned • 2018 and Beyond <p>In this interactive session you will hear about the journey that Blue Cross Blue Shield NC has taken to mature it's Business Process Management capability over the past 10 years. You will learn about the challenges and successes experienced along the way and be able to take back tangible action items that can be applied to your practice.</p> <p>Confirmed: Claudia Guthrie, Director, BPE & Leslie Simon, Manager, BPE, Blue Cross Blue Shield NC</p> | <p>ALIGNING STRATEGY & EXECUTION</p> <ul style="list-style-type: none"> • Creating a single, integrated system, vision and strategy • Re-engineering processes to scope appropriately and look internal • Achieving full-scale transformation <p>By attending this workshop, delegates will spend time on the approach and the planning, learning that long term results will come from enough time spent in the planning phase. Communicating cross-functional teams and managing what they can handle internally before trying for a large scale change will be vital - starting small and building on this</p> <p>Confirmed: Tracy West-Grubb, Chief of Staff & Area VP of Operations, CareCentrix</p> | <p>BUILDING A HIGH RELIABILITY CULTURE IN HEALTHCARE</p> <ul style="list-style-type: none"> • High Reliability in Health Care: What does it look and feel like? • The Virtuous Cycle of a Positive Safety Culture • The Current State of Process Improvement in Health Care • Why Best Practices are No Longer Best Practice • Assessing a Hospital's Readiness for a High Reliability Journey <p>In the pursuit of excellence, organizations that manage safety hazards extremely well and do so consistently over long periods are high reliability organizations (HROs). Well-known examples of high reliability organizations include the nuclear power industry and commercial air travel. HROs maintain levels of safety and quality that have not been achieved in health care. High reliability health care refers to patient care that is consistently excellent and safe over long periods across all services and settings. Although many health</p> |

care organizations have recognized that zero patient harm is achievable and have made high reliability a goal, few have made the long-term commitment to making the changes required to achieve this.

Attendees of this workshop will have an opportunity to dive deeper into what high reliability in health care actually means – for leaders, for managers, and for front-line staff. We will overview the “state of the union” of process improvement and safety culture in health care today and explore a robust process improvement tool set, which has proven to be up to the challenge of getting to zero harm. In addition, the workshop will include an introductory demonstration of high-reliability related tools, including Oro® 2.0, an innovative high reliability organizational self-assessment tool already available at no cost to all Joint Commission-accredited hospitals.

Confirmed: Dr David Grazman, Business Development Director, Joint Commission Center for Transforming Healthcare

Main Summit – Creating High Reliability Organisations in Healthcare Wednesday 16th May, 2018

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| 7:30am | Registration, Breakfast & Networking. Time to view the carefully selected Poster Presentations |
| 8:30am | Welcome & Opening Remarks by the Chair |
| 8:45am | <p>OPENING KEYNOTE</p> <p>Sustainable Performance Improvement: The Improvement Operating System</p> <ul style="list-style-type: none"> • Robust performance improvement in healthcare • Engaging, training and coaching the owners of the process • Instilling ownership and accountability <p>Confirmed: Scott Saxton, Senior Director, Continuous Improvement, Intermountain Healthcare</p> |
| 9:15am | <p>FEATURED KEYNOTE</p> <p>How Can Healthcare Create HRO High Reliability Organisations Using Improvement Methodologies?</p> <ul style="list-style-type: none"> • Increasing the level of understanding across the organisation • Aligning strategy, processes and systems • The importance of leadership <p>Confirmed: Bruce Darrow, Chief Medical Officer, Mount Sinai Healthcare</p> |
| 9:45am | Morning Refreshments and storyboard/poster viewing time |
| 10:15am | <p>FEATURED KEYNOTE</p> <p>What is the Role of Leadership?</p> <ul style="list-style-type: none"> • High Reliability: What does leadership need to look like to get there? • The CEO Profile • Giving support to the transformational initiatives • Creating a strategy to gain buy in front line staff <p>Confirmed: Anne Marie Benedicto, Vice President, Joint Commission Center for Transforming Healthcare</p> |

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| 10:45am | <p>FEATURED KEYNOTE Transitioning to Lean What advice would Carolina Health Systems give to organizations transitioning to lean or any other performance improvement framework?</p> <ul style="list-style-type: none"> • How to get first leadership commitment • How to select your first set of quick win projects • How to accelerate the embedding of business process improvement through the organisation <p>Confirmed: Michael Johnston, Corporate Operations, Carolina Health Systems</p> | | |
| 11:15 | <p>45 Minute Panel Discussion with Keynote Speakers</p> | | |
| 12:00pm | <p>PANEL DISCUSSION ASK THE CEO: What do CEOs want from Lean? How do they evaluate ROI? What impact do they look for before approving initiatives? <i>Facilitated by:</i></p> <ul style="list-style-type: none"> • Stuart Levine, Chief Medical & Innovation Officer & Founder, Agilon Health • Kenneth Cochran, CEO, Opelouses General Hospital • Edgard Terreiro, MD, General Hospital System • Mary Ellen Pratt, CEO, St James Parish Hospital • John Ludwig, President & CEO, HSHS St Joseph's Hospital | | |
| 1:00pm | <p>Sit Down Full Service Plated Lunch & Networking.</p> | | |
| <p>PARALLEL TRACKS: Choose from 3 parallel tracks of powerful case study presentations and topical breakouts according to your interest.</p> | | | |
| 2:30pm – 3:00pm | <p>TRACK A TRANSITIONING TO LEAN</p> <p>Moderator: Paula Antognoli , Project Manager, UHS of Delaware</p> | <p>TRACK B SUSTAINABLE PERFORMANCE IMPROVEMENT</p> <p>Moderator:</p> | <p>TRACK C LEAN LEADERSHIP & CULTURE</p> <p>Moderator:</p> |

TRAINING NEW PHYSICIANS IN LEAN HEALTHCARE IMPROVEMENT

As the practice of medicine evolves, so must the training of new physicians. Learn how NCH Healthcare System is using Lean methodology in their graduate medical education program to prepare internal medicine residents for their future careers as practitioners and physician leaders.

- Create a Lean curriculum for resident education
- Apply Lean learning to Quality Improvement projects
- Recognize challenges to implementation within the Graduate Medical Education framework

Hear how to develop a Lean curriculum at your institution to train physicians for the challenges of providing lower cost and higher quality care.

Confirmed: Mustafa Abdulali Director of Lean Transformation & Dr David Linz, Director of Quality Improvement, Naples Community Healthcare

Do we need a Lean Team?

- Understanding the vision and true north for the Lean Promotion Office
- Measuring the success of the Lean team
- Developing the reporting structure
- Roles and responsibilities within the Lean team

Confirmed: Didier Rabino, VP Executive Lean Sensei, Health East Care System

Tackling Challenges and Bottlenecks in the Organization

- What does it mean to be Lean and what is the next step? A case study.
- How does your transformation team balance results with the goal of developing others?
- How do you make operational excellence part of the day job for middle leaders?
- How do you tailor the journey to individuals while maintaining simplicity when addressing the all?

Learn about Baptist Health Care's "Journey" to excellence. We will discuss the path we have walked and what we have learned along the way, as well what we would do different. Baptist Health Care has enjoyed great success on quality, service and financial disciplines. The operational excellence framework that has evolved has largely contributed to ongoing frontline engagement and successes. This is done with one eye on objectives and two eyes on culture. Baptist now turns it's attention to aligning the framework and the workforce and enabling senior leaders to begin using deploying tools in ways that generate step improvements

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| | | <p><i>that should become the fabric of our operations going forward.</i></p> <p>Confirmed: Adam Johnson, Corporate Director – Organisational Transformation, Baptist Health</p> |
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15-minute changeover period

3:15pm –
3:45pm

| Track A | Track B | Track C |
|---|---|---|
| <p>Quick Wins: Selecting 1st Projects</p> <ul style="list-style-type: none"> • Getting first leadership commitment • Keeping it simple: don't use too many tools or techniques • Start with receptive teams or areas of business <p>Confirmed: Christopher Govero, Director of Operations/Business Development, HSHS St Joseph's Hospital, Illinois</p> | <p>Our Journey Toward a High Reliability Organization (HRO) with the Patient Experience an Important Focus</p> <ul style="list-style-type: none"> • Creating ownership and accountability • Get real buy in and team movement • Coaching, teaching and training <p>Confirmed: Valentine Boving, Senior Healthcare Systems Engineer, Office of Performance Improvement, The University of Texas MD Anderson Cancer Center</p> | <p>Effective Physician Engagement</p> <ul style="list-style-type: none"> • Making physician work easier • Robust process improvement: bringing high reliability into the conversation • Integrating lean and six sigma into organizational systems • Framing the engagement piece <p>Confirmed: Erin Zeringue, President, A3 Healthcare</p> |

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3:45pm

Afternoon Refreshments and Storyboard/Poster Viewing Time

4:15pm –
4:45pm

| Track A | Track B | Track C |
|---|---|---|
| <p>Re-engineering Process Transformation for Healthcare</p> <ul style="list-style-type: none"> • Creating a single vision, system and strategy • Integrating multiple, different methodologies • Aligning methodologies throughout the organization <p>Confirmed: Dr Joseph Perno, MD Physician Director, VP Med Affairs & Safety & Medical Staff Officer, Johns Hopkins All Children’s Hospital</p> | <p>Shifting from a Lean Projects Focus to a Lean Management Focus</p> <p><i>This presentation describes the experiences, since 2014, of implementing and sustaining a Lean Daily Management System in a healthcare organization across 3 states, 10 hospitals, and 70 clinics. Approximately 400 units and 14,000 caregivers are engaged in daily clinical and operations readiness and improvement, along with daily escalation of barriers to leadership for resolution</i></p> <ul style="list-style-type: none"> • The motivation behind shifting from a Lean projects focus to a Lean management focus • The elements of the PeaceHealth Lean Daily Management System • The phased implementation, incorporating feedback and standards • Implementation and sustaining successes and failures • Incorporating quality initiatives like patient safety, clinical excellence • Incorporating operations initiatives like | <p>LHA LEAN Six Sigma Roll Out with 40 Hospitals Across the State</p> <p>Confirmed: Michelle D. Smith, Project Director, Louisiana Hospital Association</p> |

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| | length of stay, clinic slot utilization | |
| | Kristen Haydon, MPH BSN RN-BC CPHQ, Senior Specialist Performance Improvement, Peace Health | |
| 4:45pm | 45 Minute Panel Session in each track with speakers and industry experts from each track | |
| 5:30pm | Cocktail Reception | |

Main Summit – Thursday 17th May, 2018

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|---------|--|
| 7:30am | Breakfast & Networking |
| 8:30am | Chairperson's Recap from Previous Day and Opening Remarks |
| 8:45am | <p>FEATURED KEYNOTE M&As: Integration and Alignment of Business Transformation Methodologies</p> <ul style="list-style-type: none"> • Bringing the disparate pieces together to integrate • Creating that single vision and strategy to position for success • What are the right processes, people and engagement activities to achieve successful integration and alignment? <p>Confirmed: Bill Owad, Senior Vice President Operational Excellence, Cardinal Health</p> |
| 9:30am | <p>FEATURED KEYNOTE Toolkit for Sustainable Performance Improvement</p> <p>What are the tools in the performance improvement toolbox at Cedars- Sinai Health System?</p> <p>Confirmed: Joyelle Sudbury, VP Quality & Affiliate Relations & Katie Gurvitz, Director Performance Improvement, Cedars-Sinai Health System</p> |
| 10:15am | Morning refreshments and Storyboard/Poster Viewing time |
| 10:45am | <p>FEATURED KEYNOTE Embedding a Culture of Performance Improvement: Creating a Leadership Operative System</p> <ul style="list-style-type: none"> • Securing full upper level support • Gaining commitment from influential, senior leaders across the organisation • Fast track, large scale roll out • Getting and keeping the right people <p>Accepted: Hal Williams, VP Operational Finance, Nemours</p> |
| 11:30am | PANEL DISCUSSION |

Quantifying Transformational Activity and Investment?

- ROI in transformation?
- What have organisations really got out of it?
- Is it worth the time and money?
- How can organisations quantify and measure these outcomes?

Chaired by:

Panellists:

Confirmed: Mustafa Abdulali, Director of Lean Transformation, Naples Community Hospital Healthcare System

Yona Copabianco, VP BPE, Becton Dickenson

Jorge Barron, VP Regional Enterprise COE Latam, MetLife

12:30pm

Full Service Plated Lunch

PARALLEL TRACKS:

Choose from 3 parallel tracks of powerful case study presentations and topical breakouts according to your interest.

1:45pm -
2:15pm

TRACK A

TRANSITIONING TO LEAN

Moderator: Steve Stenberg, Senior Director, Process Improvement, Spectrum Health

10 Top Tips for Implementing Lean Successfully

From a successful lean healthcare system, we will hear what the 10 most important things any organization new to lean needs to put in place as soon as they get back to their office to set

TRACK B

SUSTAINABLE PERFORMANCE IMPROVEMENT

Moderator: Valentine Boving, Senior Healthcare Systems Engineer, Office of Performance Improvement, The University of Texas MD Anderson Cancer Center

Creating a More Reliable Patient Experience

Healthcare is rapidly moving toward the adoption of a high reliability framework which is designed to reduce harm and improve quality. While we may agree with this in concept, how do we

TRACK C

LEAN LEADERSHIP & CULTURE

Moderator: Kenneth Cochran, Chief Executive Officer, Opelouses Hospital

The Performance Improvement Leadership Framework: The Physician Network

What does an organisation with performance improvement at its core look like in terms of structure and behaviours?

themselves up successfully on their lean journey.

- The basics: department structure
- Culture change
- Buy-in
- Training employees: who to train, what information and content to provide
- Visibility
- Making Lean, and Process Improvement the culture
- Change Management: from the front line to the C Suite

Confirmed: Scott Saxton, Continuous Improvement Senior Director Intermountain Healthcare

achieve the necessary cultural transformation? Do we adopt an entirely new performance framework, or can we integrate and align goals within existing initiatives that we know are vital to success?

In 2001, Sharp HealthCare launched “The Sharp Experience”, a performance improvement initiative designed to transform the health care experience with the goals of making Sharp the best place for employees to work, the best place for physicians to practice medicine and the best place for patients to receive care. Over the past seventeen years Sharp has incorporated many tools, practices and principles into our work, advancing The Sharp Experience. This session will take participants on Sharp HealthCare’s journey in pursuit of high reliability, including how the decision to integrate this initiative into The Sharp Experience has re-engaged an organizational commitment to the patient, physician and employee experience across the organization. The speaker will share approaches, tools and lessons learned in pursuit of a culture of reliability, safety and respect.

Confirmed: Amy Kosifas, MBA, CSSBB, CPPS, Director, Sharp University, Sharp HealthCare

Confirmed: Lei Choi, Medical Director, UCSF Health

15-minute changeover period

2:30pm –
3:00pm

| Track A | Track B | Track C |
|--|--|---|
| <p>Planning, Strategy & System Transformation This health system will explain how they transformed their whole strategic approach: what they decided to do, why they decided to do it and what outcomes they were looking for and how they measured those outcomes Confirmed: Namita Azad, Transformation Manager, Montifore Medical Group</p> | <p>PANEL DISCUSSION Keeping Performance Improvement Front of Mind</p> <ul style="list-style-type: none"> • Creating ownership and accountability • Get real buy in and team movement • Coaching, teaching and training <p>Confirmed: Cristina Jones, Manager, Enterprise Improvement, Children’s Hospital of Philadelphia Cody Schmits, Director Transformation & Process Integration, Monroe Carell Jr. Children’s Hospital at Vanderbilt University Medical Center Dr Tom Muha, Director, PROPEL Institute</p> | <p>How To Turn Healthcare Practise Managers Into Lean Leaders How do savvy lean engagement organisations work emotional intelligence, creating programmes that really engage staff? How do they build behaviours that continue to drive the process long after the Operational Excellence team have left? Confirmed: Kim Sinclair, Administrative Director, Lean Transformation Office, UCSF Health</p> |

15-minute changeover period

3:15pm-
4:30pm

| Round Table Discussions |
|--|
| <p>RT1 <i>A Patient Centric Process Improvement Care Pathway for Total Joint Arthroplasty in a Safety Net Hospital</i>, Rohit Hasija, Programme Director Hip and Knee Center, NYC+ Health System</p> <p>RT2 <i>Removing Barriers to Lean: A Leaders Imperative</i>, Kenneth Cochran, Chief Executive Officer, Opelouses Hospital</p> <p>RT3 <i>Strategy Deployment & Organizational Alignment of the work</i>, Steve Stenberg, Senior Director, Process Improvement, Spectrum Health</p> <p>RT4 <i>Physician & Frontline Staff Engagement</i>, Kim Sinclair, Administrative Director, Lean Transformation Office & Lei Choi, Medical Director, UCSF</p> |

Health

RT5 *Right Care, Right Setting, Right Cost*, **Tracy West-Grubb**, Chief of Staff & Area VP of Operations, **CareCentrix**

RT6 *Effective Physician Engagement*, **Erin Zeringue**, President, **A3 Healthcare**

RT7 *Creating a More Reliable Patient Experience*, **Amy Kosifas**, Director, **Sharp Healthcare**

RT8 *The Lean Team*, **Didier Rabino**, VP Executive Lean Sensei, **Fairview Health System**

RT9 *What is the Role of Leadership?* **David Grazman**, Director, Business Development, **Joint Commission Center for Transforming Healthcare**

RT10 *Embedding a Culture of Performance Improvement*, **Hal Williams**, Vice President Operations, **Nemours**

RT11 *Linking Patient Satisfaction Scores with Performance Improvement*, **Julie Griffin**, Patient Care Director Neuroscience & **Ray Brand**, Lean Performance Improvement Specialist, **Barnes Jewish Hospital**

4:30-5:00pm **Afternoon refreshments and storyboard viewing time**

5:00pm **CLOSING KEYNOTE**
Delivering Extraordinary Results by Creating a Transformational Movement
Confirmed: Julie Griffin, Patient Care Director Neuroscience & Ray Brand, Lean Performance Improvement, Barnes Jewish Hospital

5:30pm **Chairman's Conclusion & End of Conference**