



**CRITTENTON**

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# **Lean Six Sigma Symposium**

## **Sustaining Excellence!**

**When:** Friday, November 12, 2010

**Time:** 7:00 a.m. – 3:30 p.m.

**Where:** Crittenton Hospital  
Medical Center

Special guest speaker

**Marci Jackson**

*President of the Society for Health Systems and Manager at  
Baldrige winner Premier Inc.*

**More information online at [www.iiedetroit.org](http://www.iiedetroit.org)**



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## **Lean Six Sigma Symposium: Sustaining Excellence!**

# **Register Online at [www.iiedetroit.org](http://www.iiedetroit.org)**

**Location:**

Crittenton Hospital Medical Center  
1101 W University, Rochester, MI 48307

[www.crittenton.com](http://www.crittenton.com)

**Schedule at a glance:**

7:00 AM – 7:30 AM Registration open  
7:30 AM – 11:00 AM Morning presentations  
11:00 AM – 11:45 AM Lunch  
11:45 AM – 3:15 PM Afternoon breakout sessions begin  
3:15 PM – 3:30 PM Closing remarks

**Cost:**

**Early registration, by November 5:**

Member = \$60  
Non-member = \$120  
Student = \$20

**Late registration, after November 5:**

Member = \$75  
Non-member = \$155  
Student = \$25

**Member rate applies to membership in:**

Institute of Industrial Engineers (IIE)  
Society for Health Systems (SHS)  
American Society for Quality (ASQ)  
Michigan Lean Consortium (MLC)  
APICS, The Association for Operations Management

**Registration includes continental breakfast, lunch and copy of all presentations.**



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# Speaker Lineup

## Morning Session:

**Marci Jackson**, Manager of Knowledge Transfer with Premier, Inc and President of the Society for Health Systems

**Steven H. Mandell, M.D.**, Assistant Professor and Director, MLabs Program and Director, Reference Laboratory Sendouts and Specimen Processing (Central Distribution) at University of Michigan Health System

**Susan S. Hawkins**, Vice-President of Planning and Performance Improvement for Henry Ford Health System

## Afternoon Breakout Sessions:

### *Lean Workshop*

**Sue Kozlowski**, Manager of Performance Improvement at Henry Ford Hospital

### *Baldrige Track*

**Carla Peterson, FACHE**, Client Relationship Manager at Press Ganey Associates and Senior Baldrige Examiner

**Lucy Young**, Director, Corporate Management Services for Henry Ford Health System

### *Performance Improvement Track*

**Brock Husby**, Senior Lean Healthcare Coach at the Altarum Institute, Ph.D. Candidate in Industrial & Operations Engineering at the University of Michigan

**Beau Keyte**, Faculty Member and Instructor at the Lean Enterprise Institute and Partner, Lean Transformations Group

**Khaled Mabrouk**, Process Improvement Leader for Sustainable Productivity Solutions

### *Case Study Track*

**Margaret Glembocki, DNP, ACNP-BC**, NP Manager-CV Services at Crittenton Hospital Medical Center

**Alper Murat, Ph.D.**, Professor at Wayne State University

**Alexander Bohn**, Business Operations Analyst at Beaumont Hospitals



## Schedule of Speakers and Topics

### *Morning Keynote and Common Sessions*

Time	Location	Topic	Speaker
7:00 – 7:30	Lobby	Registration	
7:30 – 7:45	Auditorium	Introduction to Symposium	Jeff VandenBoom, IIE GDC President
7:45 – 8:40		Can High Quality Healthcare Actually Cost Less?	Marci Jackson
8:40 – 8:55		Break	
8:55 – 10:00		Success from Lean in Healthcare	Steven Mandell, M.D.
10:00 – 11:00		Performance Improvement through the Baldrige Journey	Susan Hawkins
11:00 – 11:45	2 <sup>nd</sup> Floor	Lunch	

### *Afternoon Breakout Sessions*

Lean Workshop	PI Tools	Baldrige Track	Case Study Track
<p>11:35 – 3:20 Workshop Leader: Sue Kozlowski</p> <p>Workshop Title: Lean Boot Camp!</p> <p>Application of Lean Concepts (30 person capacity)</p>	<p>11:45 – 12:45 Brock Husby, Maximizing the Effectiveness of Continuous Improvement in Healthcare through Lean Philosophy and Methods</p>	<p>11:45 – 1:15 Carla Peterson, Listening and Integrating the Voice of the Customer – Malcolm Baldrige Style - Category 3</p>	<p>11:45 – 12:45 Margaret Glembocki, DNP, ACNP-BC, Relationship-Based Care: a change agent for hospital culture and outcomes</p>
	<p>12:45 – 1:00 Break</p>		<p>12:45 – 1:00 Break</p>
	<p>1:00 – 2:00 Khaled Mabrouk, Graspable Steps for Establishing a Sustainable Continuous Improvement Program</p>	<p>1:15 – 1:30 Break</p>	<p>1:00 – 2:00 Alper Murat, PhD. Simulation in the OR</p>
	<p>2:00 – 3:00 Beau Keyte, A3 Reflection Document</p>	<p>1:30 – 3:00 Lucy Young, Process Excellence – Baldrige Category 6</p>	<p>2:00 – 3:00 Alexander Bohn, Project Management Education</p>

### *Summary*

3:15 – 3:30	Closing Remarks
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