

The World Congress 4th Annual Leadership Summit on Process Improvement and Business Excellence in Health Care

AGENDA-AT-A-GLANCE

MONDAY, JULY 19, 2010

- 8:00 AM – 9:00 AM *Pre-Summit Workshop Registration and Welcome Coffee*
- 9:00 AM – 4:00 PM **Co-Located** ➤ **PRE-SUMMIT WORKSHOP: Defining and Applying the Principles of Project Management**
- 12:00 PM – 1:00 PM *Lunch on your own*
- 4:00 PM *Pre-Summit Workshop Adjourns*

TUESDAY, JULY 20, 2010

- 7:30 AM – 8:30 AM *Pre-Summit Boot Camp Registration and Welcome Coffee*
- 8:30 AM – 10:00 AM **PRE-SUMMIT BOOT CAMP: An In-Depth Look at How Process Improvement Can Enhance your Supply Chain Initiatives**
- 10:00 AM – 10:15 AM *Networking Refreshment Break*
- 10:15 AM – 11:30 AM **Positioning Supply Chain for Process Improvement and Change**
- 11:30 AM – 1:00 PM *Pre-Summit Boot Camp Adjourns; Lunch on your own*
- 1:00 PM – 1:15 PM **CO-CHAIRPERSON'S WELCOME & OPENING REMARKS: Maximizing Quality of Care with Business Process Management – Better, Faster and More Cost-Effective**
- 1:15 PM – 2:00 PM **OPENING KEYNOTE PANEL DISCUSSION: What is Happening to Drive the Industry toward Business Process Management?**
- 2:00 PM – 2:45 PM **KEYNOTE ADDRESS: Leading Transformation within Your Organization to A Lean Health Care Organization**
- 2:45 PM – 3:15 PM *Networking and Refreshment Break in the Executive Networking Lounge*

CONCURRENT EDUCATIONAL TRACKS (Choose 1 of 3)

	TRACK A: Clinical Excellence	TRACK B: Performance Excellence	TRACK C: Process Excellence
3:15 PM – 4:00 PM	Transforming Patient Care with an Event-Driven Business Process Improvement Strategy	Human Factors Engineering – A Look at Process Flow from Design Perspective	Using Lean as a Strategy to Drive Cultural Change and Significant Operational Improvements
4:00 PM – 4:45 PM	How The Joint Commission is Working with Health Systems to Expand the Use of Six Sigma and Lean Tools	Creating A Framework for Sustainable Performance Improvement	Behold the Power of Interdisciplinary Team Collaboration: Tools for Integrating Process Improvement, Technology and Facility Design
4:45 PM – 5:30 PM	CLOSING KEYNOTE ADDRESS: Continuous Process Improvement through Lean Management – Strategies or Tactics?		
5:30 PM – 6:30 PM	<i>Networking, Cocktail Reception in the Executive Networking Lounge</i>		

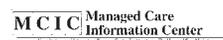
WEDNESDAY, JULY 21, 2010

- 7:30 AM – 8:30 AM *Registration and Welcome Coffee in the Executive Networking Lounge*
- 8:30 AM – 8:45 AM **CO-CHAIRPERSON'S WELCOME & DAY TWO OPENING REMARKS**
- 8:45 AM – 9:45 AM **OPENING KEYNOTE PANEL DISCUSSION: The Journey to Receiving the Malcolm Baldrige National Quality Award**
- CONCURRENT EXECUTIVE CASE STUDIES I (Choose 1 of 2)**
- | | CASE STUDY A: | CASE STUDY B: |
|--------------------|---|--|
| 9:45 AM – 10:30 AM | Evolving Processes to Optimize Staffing and Productivity and Save Million | Process Improvement as a Core Competency for Providers |
- 10:30 AM – 11:00 AM *Networking and Refreshment Break in the Executive Networking Lounge*
- CONCURRENT EXECUTIVE CASE STUDIES II (Choose 1 of 2)**
- | | CASE STUDY C: | CASE STUDY D: |
|---------------------|---|--|
| 11:00 AM – 11:45 AM | Improving Tracking of Medical and Surgical Consultations at an Urban Ambulatory Care Center Serving a Multi-Cultural Patient Population | St. Francis Hospital and Medical Center – The Journey from Initial Transformation to Strategic Alignment |
- CONCURRENT EXECUTIVE CASE STUDIES III (Choose 1 of 2)**
- | | CASE STUDY E: | CASE STUDY F: |
|---------------------|--|---|
| 11:45 AM – 12:30 PM | How Georgia Tech Enterprise Innovation Institute is Helping Georgia Rural Hospitals with Process Improvement | Managing the Increase in ARRA-Focused Projects – A Real Success Story with the PMO Workbook |
- 12:30 PM – 1:50 PM **LUNCHEON KEYNOTE ADDRESS: How Process Automation Can Optimize Patient-Centered Collaborative Care**
- 2:00 PM – 2:45 PM **KEYNOTE ADDRESS: Updated Report on the State of Quality and Costs in the United States**
- 2:45 PM – 3:45 PM **CLOSING KEYNOTE ADDRESS: Leadership Actions that Must be Achieved to Create a Culture of Business Excellence**
- 3:45 PM – 4:00 PM **CO-CHAIRPERSON'S CLOSING REMARKS; Summit Concludes**

Agenda is Subject to Change

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