

Laura Silvoy

Current position. Laura is a Healthcare Systems Engineer at Array Advisors in Conshohocken, PA.

Education history. Laura received an M.Eng. in Healthcare Systems Engineering and a B.A. in Architecture, both from Lehigh University. She is also working toward her Lean Bronze Certification through SME and currently holds a Lean Bronze Knowledge Certificate.

Pursuing healthcare. Laura chose to pursue a Master's degree in Industrial Engineering because she believed she would have more career opportunities in various fields and she thought her Architecture degree could give her an edge in facility layout applications. Initially, she thought that becoming a Healthcare Systems Engineer would lead to very limited options. Then, after experiencing a local health system first hand, she knew the industry offered many opportunities for improvement. She spoke with professors about her options and realized that the healthcare industry is made up of many other micro-industries, including food service, supply chain management, finance, transportation and even facility layout, among others. This led Laura to enthusiastically pursue a Master's in Healthcare Systems Engineering, because she knew there was great opportunity for applying her degree within the healthcare industry.

Daily work. Laura's job includes two main elements: client work and internal improvement work. Typically, she spends her time facilitating improvement events, documenting the results and assisting with implementation. Laura uses process mapping as well as other lean tools and countermeasures such as 5S, standard work and visual management. She also utilizes discrete event simulation modeling to answer many different types of questions, from high level inquiries about direction to detailed studies of specific processes.

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Involvement in Society for Health Systems (SHS).

Laura has been an active member of SHS member since 2014. She participates on the Young Professionals/ Early Career, Conference Planning, and Education Committees. Laura also hosts Lean Coffee events in Philadelphia throughout the year.

Why SHS? Laura believes that industrial engineering is the key to the success of healthcare in the United States and thinks that SHS members should stand out as the experts leading the integration of engineers into healthcare. SHS membership allows Laura to give back to the society, expand her professional network, develop her professional skills and take on more leadership roles.

Favorite event of SHS. Laura's favorite event is the annual SHS conference, where she gets to meet many great people who are all trying to improve the quality of healthcare.

Passionate about healthcare. When individuals need healthcare, they are already facing a difficult situation. Neither them, nor their caregivers should have to deal with the inefficiencies of a health system at this stressful time. Laura strives to make the patient experience as positive and streamlined as she can, and enjoys working as a consultant because she can touch so many health systems in a short amount of time.

Free time. Laura enjoys spending time cooking, gardening and visiting craft breweries.

Volunteer activities. In 2015, Laura volunteered as a judge for the Simio Winter Simulation Student Competition and looks forward to volunteering as a judge for future simulation competitions.