BUILDING BETTER HEALTHCARE SYSTEMS

The Society For Health Systems Conference & Expo Will Bring Together Management Engineers, Clinicians, Academicians and other Healthcare Professionals to Build the Knowledge and Skills Required to Successfully Manage and Improve Quality Operations and Complex Healthcare Environments

February 17 - 19, 2011  |  The Peabody Hotel   |  Orlando, Fla.

www.SHSConference.org

Early Registration Deadline: December 6, 2010  |  Pre-Registration Deadline: January 24, 2011
SAVE EVEN MORE!  Ask about Team Discounts and Corporate Group Discounts.
As the nation continues to focus on the costs and viability of the U.S. healthcare system, it is now more important than ever that we engage ALL clinical, quality and performance improvement professionals in the effort to create a sustainable, efficient, and low-cost system. In the Society for Health Systems, we feel that the BEST WAY to achieve these goals is the inclusion of engineering principles, concepts, and methodologies in the effort to optimize system performance and increase patient safety.

We invite participants from throughout the healthcare industry to join us in sharing and learning the latest and most successful efforts to create better delivery system for all Americans. The 2011 Society for Health Systems Conference will focus on healthcare quality and process improvement.

The education sessions and workshops will cover a wide variety of topics and will feature the addition of the clinical tract. The Society for Health Systems has a growing membership of physicians and nurses interested in performance and quality improvement tools, methodologies, techniques, and systems. We would like to continue to rapidly expand our communications and interactions to this important group, so as to bring more clinicians to a deeper understanding of the applications of engineering principles in healthcare.

Therefore, the Society for Health Systems 2011 Conference will feature the new clinical track, pre-conference workshops, and special opportunities to mingle and learn with others in the healthcare field.

**CONFERENCE COMMITTEE**

**CHAIRS**
- Curt Niekamp, OhioHealth
- Mary Ellen Skeens, Philips Healthcare
- Dean Athanassiades, Philips Healthcare

**TRACK CHAIRS**
- Ashley Benedict, Purdue University
- Karthik Venkataraman, Adventist HealthCare
- Amanda Mewborn, CareLogistics
- Aaron Kanne, CareLogistics
- Karl Kraebber, St. John’s Hospital
- Mark Graban, Lean Enterprise Institute
- Sheryl Lambert, Dixie Regional Medical Center

—

“My favorite conference of the year”
-Ron McDade, MedStar Health, Corporate AVP, Performance Improvement
WHO SHOULD ATTEND

YOU should attend if you are part of the following groups:

- Physicians, Nurses, and Clinical Professionals
- Seasoned Management and Performance Engineers seeking new ideas and networking
- Industrial Engineers seeking a healthcare career
- Administrators, Managers, and C-Suite Executives seeking to optimize their systems’ performance
- Quality Improvement Professionals seeking to expand their breadth and depth of knowledge
- Vendors and Consultants seeking new contacts with the best and the brightest in the business
- Professors, Deans, Students, and Academic Researchers
- VHA Employees, Leaders, and Clinicians
- Students

SPONSORS

Society for Health Systems (SHS)
The Society for Health Systems is a professional association that focuses on the needs and resources of health systems professionals and leaders who are charged with improving healthcare processes. SHS offers the latest in process analytics, tools, techniques and methodologies for performance improvement.
SHS exists to enhance the career development and continuing education of professionals who use industrial and management engineering expertise for productivity and quality improvement in the healthcare industry.
Among the members of the society are management engineers, CEOs, directors of continuous improvement, administrators, clinicians, and department managers.

HIMSS
The Healthcare Information and Management Systems Society (HIMSS) is the healthcare industry’s membership organization exclusively focused on providing global leadership for the optimal use of healthcare information technology (IT) and management systems for the betterment of healthcare. Founded in 1961 with offices in Chicago, Washington, D.C., Brussels, Singapore, and other locations across the United States, HIMSS represents more than 23,000 individual members and over 380 corporate members that collectively represent organizations employing millions of people. HIMSS frames and leads healthcare public policy and industry practices through its advocacy, educational and professional development initiatives designed to promote information and management systems’ contributions to ensuring quality patient care.
### THURSDAY, FEB. 17

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<tr>
<th>Time</th>
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<tbody>
<tr>
<td>7 a.m. - 5 p.m.</td>
<td>Conference Registration</td>
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<tr>
<td>8 a.m. - 5 p.m.</td>
<td>Pre-Conference Workshops</td>
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<td>8 a.m. - Noon</td>
<td>Pre-Conference Workshop</td>
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<td>1 p.m. - 5 p.m.</td>
<td>Pre-Conference Workshop</td>
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<tr>
<td>5 p.m. - 6 p.m.</td>
<td>Welcome Reception</td>
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### FRIDAY, FEB. 18

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<td>7 a.m. - 5 p.m.</td>
<td>Conference Registration</td>
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<tr>
<td>7 a.m. - 7:45 a.m.</td>
<td>Continental Breakfast</td>
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<tr>
<td>7:45 a.m.</td>
<td>Welcome</td>
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<tr>
<td>8 a.m. - 9:50 a.m.</td>
<td>Concurrent Sessions</td>
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<tr>
<td>10 a.m. - 11 a.m.</td>
<td>Keynote Presentation</td>
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<tr>
<td>11 a.m. - 12:15 p.m.</td>
<td>Dedicated Exhibit Hall/Poster Session</td>
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<td>11 a.m. - 6:30 p.m.</td>
<td>Exhibit Hall/Posters</td>
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<tr>
<td>12:15 p.m. - 1:30 p.m.</td>
<td>Lunch with SHS Business Meeting</td>
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<td>1:40 p.m. - 5 p.m.</td>
<td>Concurrent Sessions</td>
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<td>2:30 p.m. - 3 p.m.</td>
<td>Exhibit Hall Break</td>
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<tr>
<td>5 p.m. - 6:30 p.m.</td>
<td>Exhibit Hall Reception</td>
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<td>7 p.m.</td>
<td>Dutch Treat Dinner</td>
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### SATURDAY, FEB. 19

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<tr>
<td>7:30 a.m. - 4:30 p.m.</td>
<td>Conference Registration</td>
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<tr>
<td>7:30 a.m. - 8 a.m.</td>
<td>Exhibit Hall – Continental Breakfast</td>
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<tr>
<td>7:30 a.m. - Noon</td>
<td>Exhibits/Poster Session</td>
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<tr>
<td>8 a.m. - 10:50 a.m.</td>
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<tr>
<td>10:50 a.m. - Noon</td>
<td>Exhibit Hall/Poster Session</td>
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<tr>
<td>Noon - 1 p.m.</td>
<td>Lunch with Student Competition Winning Presentations</td>
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<td>1:10 p.m. - 3 p.m.</td>
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<td>3:10 p.m. - 4:30 p.m.</td>
<td>Keynote Presentation</td>
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*(Exhibit Hall Prizes Announced)*

“This conference is always a high priority for me because even with 20+ years of management engineering experience, I leave the conference with new ideas and approaches to solving problems.”

-Michael Parish, BryanLGH Medical Center, Director, Operations Improvement
KEYNOTE SPEAKERS

Kathy Kilmer
Director of Industrial Engineering for Walt Disney Parks & Resorts U.S.

Ms. Kilmer will speak Friday, February 18 on how healthcare organizations can “engineer magic” into their customer experiences like Disney does in their customer experiences with the help of the Disney IE function.

Kathy Kilmer is the director of Industrial Engineering for Walt Disney Parks & Resorts U.S., which includes the world’s largest vacation destination, one of the largest single-site employers in the world, and home of one of the largest centralized industrial engineering teams. She has the challenge of improving the effectiveness, efficiency, and overall profitability across all areas of the business from front-of-house operations (e.g., six theme parks, two water parks, 20 resorts, two Downtown Disney areas, the Disney Cruise Line, etc.) to back-of-house operations (e.g., four textile plants, three distribution centers, asset maintenance, energy management, etc.), as well as sales and marketing and new development around the world.

Kenneth J. Musselman, Ph.D.
Strategic Collaboration Director, Regenstrief Center for Healthcare Engineering, Purdue University

Dr. Musselman will speak Saturday, February 19 on the general topic of how healthcare organizations are applying academic research to transform healthcare delivery.

Kenneth Musselman, Ph.D., is the Strategic Collaboration director for the Regenstrief Center for Healthcare Engineering at Purdue University, where he helps direct multidisciplinary research teams across engineering, science and management to improve healthcare delivery. Previously, he served as a Director for Cantilever Technologies, a high-tech firm specializing in Web-based business activity monitoring and response. Before that, he served as a senior product manager for several world-leading ERP companies where he was responsible for value-add reseller relationships as well as supply chain and advanced planning and scheduling software product design. He has also served as a vice president for Pritsker Corporation, where he directed all corporate consulting and training activities for their simulation-based, capacity management and scheduling software.

2011 CONFERENCE TRACKS

The Society for Health Systems has a growing membership of physicians interested in performance and quality improvement tools, methodologies, techniques and systems. We would like to continue to rapidly expand our communications and interactions to this important group, so as to bring more clinicians to a deeper understanding of the applications of engineering principles in healthcare.

Therefore, the Society for Health Systems Conference and Expo 2011 will feature a new clinical track and special opportunities to mingle and learn with others in the healthcare field.

CONFERENCE TRACKS
Clinical
Human Factors
Information Technology
Leadership and Management
Lean Six Sigma
Patient Flow
Quality
2011 PRE-CONFERENCE WORKSHOPS

THURSDAY, FEBRUARY 17, 2011

FULL-DAY WORKSHOPS

8 a.m. - 5 p.m.
EXPLORING THE NINE ESSENTIAL SYSTEMS OF EVIDENCE-BASED EXCELLENCE™
Glenn Bodinson and Kay Kendall, BaldrigeCoach Inc.

PRESENTATION DESCRIPTION:
World-class organizations demonstrate superior results, but these are the outcomes of the superior design, management, and improvement of nine essential and integrated healthcare systems. In this workshop, you’ll learn what these nine systems are, assess their effectiveness in your own organization, and explore best practices from outstanding healthcare organizations.

ATTENDEES WILL LEARN:
• A systems engineering perspective based on the Baldrige Criteria
• The nine essential systems of Evidence-Based Excellence™
• How to assess those systems in their own organizations
• Strategies for driving improvement in those systems
• Best practices from outstanding healthcare organizations

8 a.m. - 5 p.m.
CLEAN HOSPITAL: TEACHING LEAN TOOLS EFFECTIVELY IN HEALTHCARE V2.0
Keith Poole and Nimish Patel, Hospital Corporation of America, Joe Swartz, St. Francis Hospital

PRESENTATION DESCRIPTION:
Building upon the successful half-day workshop from the SHS Conference 2010, we offer a full-day workshop that turns attendees into effective teachers of both basic and advanced lean tools, with even more specific skills and techniques for educating healthcare staff at all levels in the organization.

ATTENDEES WILL LEARN:
• Specific examples of applying lean tools creatively in a healthcare setting
• Ways to introduce more advanced lean tools to clinical audiences
• Skills to address the particular needs of clinical employees as lean trainees

8 a.m. – 5 p.m.
HEALTH REFORM AND THE MANAGEMENT ENGINEER: YOUR LEADERSHIP ROLE IN POSITIONING YOUR HOSPITAL FOR SUCCESS
Steve Mayfield, formerly Senior Vice President for Quality and Performance Improvement for the American Hospital Association

PRESENTATION DESCRIPTION:
The advent of Health Reform Legislation means that hospitals and health systems are expected to assume more risk, be more accountable and demonstrate increased transparency. The main areas include: value based purchasing; accountable care organizations; bundling of payments; reducing excessive admissions and reducing healthcare acquired conditions. Now more than ever, it is imperative that health care organizations be efficient, be effective and have engaged employees. Members of the Society for Health Systems have unique skills and knowledge to provide a leadership role in helping to position their organizations to be successful in this new environment and compete in an era of value based purchasing.

ATTENDEES WILL LEARN:
At this 8-hour workshop, session attendees will hear from organizations who have successfully addressed areas to include:

I. Improving patient outcomes.
   a. Reduced length of stay
   b. Avoidable readmissions

II. Enhancing safety.
   a. Reducing healthcare associated infections
   b. Improving medication safety

III. Improving operational/financial performance.
   a. Reducing waste
   b. Eliminating defects

IV. Improving patient flow and care-giver flow.
   a. Smoothing elective surgery schedules
   b. Reducing wait times in the emergency department

V. Roundtable of presenters.
HALF-DAY WORKSHOPS

8 a.m. - Noon
IDENTIFYING AND PREVENTING ERROR IN HEALTHCARE SYSTEMS
Patrick Patterson, Texas Tech University

PRESENTATION DESCRIPTION:
Preventable events resulting from medical errors are often blamed on human error. However, a systems approach views this human error as outcome rather than cause and requires a complete evaluation of the circumstances. A systems way of thinking to reduce incidents and accidents in healthcare will be a key feature of the presentation.

ATTENDEES WILL LEARN:
• Define and understand the terms error, adverse events, near miss, active error, latent error
• Discuss several error classification schemes and how to use them
• Identify circumstances that create an error-likely environment
• Recognize causal relationships between the system and the occurrence of accidents
• Apply practical approaches and tools for reducing error

1 p.m. - 5 p.m.
IMPROVING DIALYSIS AND OUTPATIENT TREATMENT QUALITY, FLOW AND COSTS
Matt Morrissette, More Effective Consulting LLC, and Doug Gruener, Fresenius Medical Care Inc.

PRESENTATION DESCRIPTION:
Outpatient and especially dialysis clinic professionals will be challenged to break down silos and communication barriers while eliminating waste and building systems to design and implement the best Lean Dialysis Clinic. Students will conduct 4 kaizens and use value stream mapping, waste elimination, line balancing, pull system implementation and refinement, poka yoke-mistake proofing, lean value design, and sustaining methods. This is a hands-on interactive series of exercises, sub-group strategizing, break-out brainstorming and student-teacher learning.

ATTENDEES WILL LEARN:
• Obtain overview of “lean healthcare” and visualize how it benefits outpatient operations
• Experience the “a-ha” of dramatic change by going “Lean”
• Learn kaizen enough to engage your dialysis clinic or outpatient department and begin immediately
• Challenge your skills in tackling variability and real issues in a simulated clinic
• Apply lean tools like line balancing, kanbans, standard work and waste elimination
### Thursday, February 17, 2011

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<th>SESSION ROOM</th>
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<td>8 a.m. – 5 p.m.</td>
<td>Exploring the Nine Essential Systems of Evidence-Based Excellence™ Glenn Bodinson, BaldrigeCoach Inc.</td>
<td>cLean Hospital: Teaching Lean Tools Effectively in Healthcare v2.0 Keith Poole and Nimish Patel, Hospital Corporation of America, Joe Swartz, St. Francis Hospital</td>
<td>Health Reform and the Management Engineer: Your Leadership Role in Positioning Your Hospital for Success Steve Mayfield, formerly Senior Vice President for Quality and Performance Improvement for the American Hospital Association</td>
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<td>Identifying and Preventing Error in Healthcare Systems Patrick Patterson, Texas Tech University</td>
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<td>1 p.m. – 5 p.m.</td>
<td>Improving Dialysis and Outpatient Treatment Quality, Flow and Costs Matt Morrissette, More Effective Consulting LLC, Doug Gruener, Fresenius Medical Care Inc.</td>
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<tr>
<td>5 p.m. – 6 p.m.</td>
<td>Welcome Reception – Manatee Spring 1-2</td>
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### Friday, February 18, 2011

7 a.m. – 5 p.m. Conference Registration Desk Open - Peabody Grand Ballroom T-V Foyer

7 a.m. – 7:45 a.m. Continental Breakfast - Peabody Grand Ballroom S

7:45 a.m. – 7:55 a.m. Welcome – Peabody Grand Ballroom S

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<th>CELEBRATION 11-12</th>
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<td>8 a.m. – 8:50 a.m.</td>
<td>Creating High Performing Organizations using Baldrige, ONV, ISO and Lean Jean Lakin, Henry Ford Health System All levels</td>
<td>The Lean in Daily Work Model at UMHS - A Blueprint for Lean Transformation Part 1 of 2 Brendan Weil and Kevin DeHorty, University of Michigan Health System Basic level</td>
<td>Multi-facility Operating Room Surgical Case Scheduling Alper Murat, Jihan Wang, Kai Yang and Yanli Zhao, Wayne State University All levels</td>
<td>SS Case Study: Convert File Mss Management to Intellectual Assets Samuel McDowell, VITL, Joseph McDowell, Gifford Medical Center Intermediate level</td>
<td>Optimizing Staffing Based on Varying Demand Using Dynamic Simulation Justin Sandquist, CreateASoft Inc. All levels</td>
<td>Leading ME/PI Departments for Maximum Impact – A Panel Discussion Part 1 of 2 Steve Escamilla, John Muir Health, Jim Benneyan, Northeastern University, Ron McDade, MedStar Health, John Hansmann, Tenet Healthcare, and Tracey Lindsey, Baylor Health Care System Advanced level</td>
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| 9 a.m. – 9:50 a.m. | Standardizing Patient Care to Improve Outcomes in Cardiac Surgery Christian Rizo, OhioHealth Basic level | The Lean in Daily Work Model at UMHS - A Blueprint for Lean Transformation Part 2 of 2 Brendan Weil and Kevin DeHorty, University of Michigan Health System Basic level | Improving Flow by Predicting ED-to-Inpatient Admission Demand Jordan Peck, MIT Engineering Systems Division/ New England Health Care Engineering Partnership Basic level | Change: Don’t Leave Home Without It! Duke Rohe, M.D. Anderson Cancer Center All levels | Integration of Technology and Workflow Re-engineering to Transform Hospital Performance Amanda Mewborn, StatCom All levels | Leading ME/PI Departments for Maximum Impact – A Panel Discussion Part 2 of 2 Steve Escamilla, John Muir Health, Jim Benneyan, Northeastern University, Ron McDade, MedStar Health, John Hansmann, Tenet Healthcare, and Tracey Lindsey, Baylor Health Care System Advanced level |

10 a.m. – 11 a.m. Keynote Presentation - Kathy Kilmer, Director, Industrial Engineering for Walt Disney Parks and Resorts U.S. - Peabody Grand Ballroom S

11 a.m. – 12:15 p.m. Dedicated Exhibits - Peabody Grand Ballroom T-V

11 a.m. – 6:30 p.m. Exhibit Hall Open - Peabody Grand Ballroom T-V

11 a.m. – 6:30 p.m. Poster Session - Peabody Grand Ballroom T-V

12:15 p.m. – 1:30 p.m. Lunch with Reports from the leadership of SHS - Peabody Grand Ballroom S
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<td>CELEBRATION 11-12</td>
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<td>1:40 p.m. – 2:30 p.m.</td>
<td>Rapid Improvement Events for Critical Access Hospitals Mark Eggensperger, Montana State University</td>
<td>Introduction to A3 Problem Solving Jennifer Panco, Providence Health and Services All levels</td>
<td>Achieving Lean Patient Flow: What Works, What Doesn’t, and Why Charles Noon, University of Tennessee All levels</td>
<td>Optimizing RFID Asset Tracking in Hospitals Angela Garza, University of Nebraska-Lincoln Intermediate level</td>
<td>Lessons Learned from Moving to Web-based Surgical Requests Phil Troy, TROYWARE, Dana Porubksa and Trixie Mairura, Jewish General Hospital, Nadia Lahrich, CIRRELT Basic level</td>
<td>Utilizing Lean in Hospitals to Establish Operational Stability for Future CPI Success Brock Husby, Altarum Institute &amp; University of Michigan All levels</td>
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<td>2:30 p.m. – 3 p.m.</td>
<td>Refreshment Break in Exhibit Hall - Peabody Grand Ballroom T-V</td>
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<td>3:10 p.m. – 4 p.m.</td>
<td>The Journey to Eliminating Preventable Harm Todd Schneider and Cindy Kirch, Nationwide Children’s Hospital Intermediate level</td>
<td>Using Lean to Effectively Select and Deploy Technology in Healthcare Brock Husby, Altarum Institute &amp; University of Michigan All levels</td>
<td>A Decision Support Tool to Generate the Monthly Schedule for Consulting Rooms in a Public Hospital Nubia Velasco, Ciro Alberto Amaya, Fabian Castaño and Santiago Rosas, Universidad de los Andes Intermediate level</td>
<td>How To Optimize Quality Improvement Project Selection, Staffing, and Training Daniel Rand, Winona State University Intermediate level</td>
<td>EMR and Your Existing IT Infrastructure Christian Lindmark, M+NLB Intermediate level</td>
<td>Leading Effective Management Engineering Departments In Today’s Dynamic Healthcare Environment Rudy Santacroce, Shands Healthcare All levels</td>
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<td>4:10 p.m. – 5 p.m.</td>
<td>Managing the Load on Emergency Room Physicians David Ben-Arieh and John Wu, Kansas State University Intermediate level</td>
<td>Using Quality Tools to Design Efficient Pharmacy Delivery Systems Valentine Boving, M.D. Anderson Cancer Center Intermediate level</td>
<td>Improving Operating Room First Case On-Time Starts Kevin Taaffe, Clemson University, Shannon Harris, Greenville Hospital System All levels</td>
<td>Evolution of a Process: From Vision to Implementation Brooke Weissman and Tara Danneffel, Henry Ford Health System All levels</td>
<td>A Lean Approach to Implementing CPOE Kevin Martin, Maestro Strategies All levels</td>
<td>Guerrilla Project Management Tactics for Operationalizing a New Hospital Lori Doyle, Henry Ford Health System All levels</td>
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<td>5 p.m. – 6:30 p.m.</td>
<td>Networking Reception in Exhibit Hall - Peabody Grand Ballroom T-V</td>
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SATURDAY, FEBRUARY 19, 2011

7:30 a.m. – 4:30 p.m. Conference Registration Desk Open - Peabody Grand Ballroom T-V Foyer
7:30 a.m. – 8 a.m. Breakfast with the Exhibitors - Peabody Grand Ballroom T-V
7:30 a.m. – Noon Exhibit Hall Open - Peabody Grand Ballroom T-V
7:30 a.m. – Noon Poster Session - Peabody Grand Ballroom T-V

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<td>8 a.m. – 8:50 a.m.</td>
<td>Operating Room Utilization Study Jihan Wang and Kai Yang, Wayne State University, Susan Yu, John D. Dingell VA Medical Center All levels</td>
<td>Lean System for Managing (LSFM) - The Forgotten Change Management Tool Part 1 of 2 Patrick Lucansky, VIPGroup Intermediate level</td>
<td>It’s Time to Get Rid of Emergency Department Triate Michael A. Meloni Jr., St. Lucie Medical Center Intermediate level</td>
<td>A Study of Teamwork and Communication in Labor and Delivery Sandra Garrett and Samantha Sissel, Clemson University Basic level</td>
<td>Workload and Situational Awareness in the Emergency Department Scott Levin, Lauren Sauer, Gabor Kelen and Thomas Kirsch, Johns Hopkins University School of Medicine, Dan France, Vanderbilt University Medical Center Intermediate level</td>
<td>Sustaining Financial Performance Through a Large-Scale Systemwide Performance Improvement Initiative Lynn Alters, WellStar Health System Intermediate level</td>
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<td>A Study of Operating Room Labor Performance Jihan Wang and Kai Yang, Wayne State University, Susan Yu, John D. Dingell VA Medical Center All levels</td>
<td>Lean System for Managing (LSFM) - The Forgotten Change Management Tool Part 2 of 2 Patrick Lucansky, VIPGroup Intermediate level</td>
<td>Increasing Patient Flow Using Lean Six Sigma and Information Technology Robert Furrey, Baptist Health Medical Center All levels</td>
<td>Enterprise Lean Six Sigma in a Hospital ED Sandy Furterer, Holy Cross Hospital All levels</td>
<td>Using Personality Traits to Improve Nurses’ Job-Fit and Retention Stephanie Means and David Lyth, Western Michigan University All levels</td>
<td>Lessons from Implementing An Outpatient Clinic - Simulation is Not Enough Lawrence Rosenberg and Dana Porubska, McGill University and the Sir Mortimer B. Davis Jewish General Hospital, Nadia Lahrichi, CIRRELT Basic level</td>
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<tr>
<td>10 a.m. – 10:50 a.m.</td>
<td>Systems Engineering and Management Science Approaches to Preventable Hospital Readmissions James Benneyan and Senay Demirkan Delice, Northeastern University Intermediate level</td>
<td>Value Stream Mapping: Applied to Healthcare Background &amp; Case Studies Krishnan Krishnaiyer, Frank Chen and Glenn Kuriger, Center for Advanced Manufacturing and Lean Systems Intermediate level</td>
<td>Coordination of Multiple Departments to Improve ED Throughput Jeff Ratliff, OhioHealth Basic level</td>
<td>An Appointment Order Outpatient Scheduling System that Improves Outpatient Experience Yu-Li Huang, New Mexico State University All levels</td>
<td>A Human Factors Perspective of Information Flow in Healthcare Sandra Garrett, Clemson University, Ashley Benedict, Purdue University Basic level</td>
<td>Innovating PTSD Services Systems in the U.S. Military Health Enterprise Wiljeana Glover, Jayakanth Srinivasan, C. Robert Kenley and Deborah Nightingale, Lean Advancement Initiative All levels</td>
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<tr>
<td>10:50 a.m. – Noon</td>
<td>Dedicated Exhibits - Peabody Grand Ballroom T-V</td>
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<td>Noon – 1 p.m.</td>
<td>Lunch with Student Competition Winning Presentations - Peabody Grand Ballroom S</td>
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<td>1:10 p.m. – 2 p.m.</td>
<td>Build Sustainable Processes: Tools to Enable Clinical Improvement for Evidence-Based Care Marci Jackson, Premier Inc. Intermediate level</td>
<td>Lean in Healthcare Materials Management - Evaluation of SS’s Best Practice Sanjith Venkateswaran, Isabela Nahmens and Laura Ikuma, Louisiana State University Intermediate level</td>
<td>Reducing Length of Stay Using Service Line Lean Concepts Jonathon Flanders, Juran Institute Inc. All levels</td>
<td>Case Study: Process Improvement for Physician Relationships from Recruiting to Onboarding Jeff Ratliff, OhioHealth Basic level</td>
<td>Understanding Prehospital Adverse Events Roger Price, Ambulance Service of New South Wales, Australia Basic level</td>
<td>Lean Service Lines in Healthcare Er Ralston and Brian Stockhoff, Juran Institute Inc. All levels</td>
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<td>2:10 p.m. – 3 p.m.</td>
<td>Implementation of Systemwide Lean Lab Management Rita D’Angelo and Richard Zaroo, Henry Ford Health System Intermediate level</td>
<td>Redesigning Operating Room Turnover Using a Lean Approach Anne Myers, Rudy Santacroce and Marisa Farabaghi, Shands Healthcare Basic level</td>
<td>Dynamic Vitals Monitoring for Patient Prioritization in the Emergency Department David Claudio, Montana State University All levels</td>
<td>Polarity Management: Identifying and Managing “Unsolvable Problems” in Healthcare Laurie Levknecht, CPM Resource Center-An Elsevier Business Basic level</td>
<td>Reducing Patient Falls through the Application of Human Factors Engineering Brian Fillipo, Bon Secours St. Mary’s Basic level</td>
<td>A Humorous Look at Leadership and Simulation - Not Mutually Exclusive! Allen Giannakopoulos, Baptist Health South Florida Intermediate level</td>
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<tr>
<td>3:10 p.m. – 4:30 p.m.</td>
<td>Keynote Presentation – Kenneth J. Musselman, Ph.D., Strategic Collaboration Director, Regenstrief Center for Healthcare Engineering, Purdue University - Peabody Grand Ballroom S</td>
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**Keynote Presentation – 3:10 p.m. – 4:30 p.m.**

*Kenneth J. Musselman, Ph.D., Strategic Collaboration Director, Regenstrief Center for Healthcare Engineering, Purdue University - Peabody Grand Ballroom S*
STUDENT PAPER COMPETITION
The Society for Health Systems sponsors a student paper competition to recognize outstanding work that demonstrates the use of industrial engineering skills in improving healthcare-related products, processes or services. Submissions may include research projects, theoretical research, case studies, class projects or any type of methodology in which IE skills were used or could be used to improve a healthcare-related service, product or process. The project should not be limited to patients; the process of patient flow can be affected by several aspects beyond the patient, e.g., lab turnaround times, scheduling and so forth.

Judging criteria will be based on originality and soundness, applicability, methodology, organization and quality of the paper. For the participants with the top three scores in the graduate competition, an oral presentation also will be part of the competition.

The Graduate Paper Competition is sponsored by Premier Inc. Deadline for submittal is December 3, 2010. Winners will be notified by January 7, 2011.

DUTCH TREAT DINNER
The Society for Health Systems Board and Conference Committee invites all attendees to join them on Friday, February 18 for an evening of networking and meeting new friends. Visit the conference website for details.

SOCIETY FOR HEALTH SYSTEMS SCHOLARSHIP
The Society for Health Systems Scholarship recognizes and rewards an undergraduate industrial engineering student who possesses academic excellence and a demonstrated interest in healthcare. It is open to active SHS student members who are enrolled full-time in an undergraduate industrial engineering, operations research or course of study related to improvement in healthcare operations programs. The conference registration form has a place for a contribution to the scholarship fund. To apply, go to www.iienet.org/awards.

POSTER SESSION
View the latest in operational and quality improvement tools, methodologies and concepts such as lean, Six Sigma, productivity, benchmarking, simulation and project management in a visual form. Posters will be on display in the Peabody Grand Ballroom T-V.
The Peabody Orlando
9801 International Drive | Orlando, Florida 32819
Telephone: (407) 352-4000

Since opening its doors in 1986, The Peabody Orlando has established itself as the Orlando convention hotel of choice for visitors to Orlando. As one of only two Forbes Four-Star, AAA Four Diamond hotels in the entire city, the luxury accommodations match world-class lodging with a convenient setting.

- Conveniently located in the midst of the 7-million-square-foot Orange County Convention Center, and the only hotel located directly across the street from the center’s main entrance
- Features luxury hotel accommodations and is a national landmark hotel in the meetings and conventions industry
- A short drive to Walt Disney World, Sea World and Universal Orlando
- Just 15 minutes from Orlando International Airport (MCO)

The Peabody Orlando hotel exudes relaxed elegance and the warmth of Southern hospitality. The ideal location for meetings, it is further enhanced by the whimsy of the Peabody Ducks and their world-famous march on the red carpet at 11 a.m. and 5 p.m. daily. At The Peabody Orlando, traditions are old, yet timeless — the perfect blending of state-of-the-art function space, catering and the award-winning Peabody Service Excellence®.

Make your hotel reservations now!
A limited number of rooms are available at the conference rate of $229.00. Sleeping room rates are subject to 13.5% tax, subject to change. The discounted room rate expires on Friday, February 11, or when the room block is full. Hotel reservations must be made through the HIMSS 2011 conference site at www.himssconference.org/travel. Use SHS2011 as the password.

TRAVEL BY AIR
Orlando International Airport (MCO) has scheduled nonstop service to more major destinations in the United States than any other airport in Florida. MCO offers the largest airport area with the second lowest fares of the top 30 airports in the United States.

Delta Airlines is offering discounted travel to Orlando!
For reservations and ticketing assistance call the Delta Meeting Network at 1-800-328-1111. Refer to the Meeting Ticket Designator/File Number: NM6DR to receive your discount. Valid travel dates are from February 12 – 22, 2011.

TRAVEL BY RAIL
Amtrak serves Orlando with four daily trains originating in New York and Miami, with stops in Downtown Orlando, Winter Park, Sanford and Kissimmee. There’s also tri-weekly train service from the West Coast, originating in Los Angeles.

TRAVEL CAR RENTAL
Hertz is the preferred car rental company for the conference. Reserve online at www.hertz.com or call Hertz at (800) 654-2210 and use CDP No. 1641833 and Promotional Code No. 144782. In Toronto, call (416) 620-9620 and in all other Canadian Provinces, call (800) 263-0600.

SHUTTLE SERVICE
Mears Transportation Co. offers shuttle service to/from The Peabody Orlando. The round-trip fare is $30 per person; one-way is $19 per person. You can make shuttle reservations by visiting the Mears website - www.mearstransportation.com. Attendees can print out the coupon on the SHS Conference Hotel/Travel page and get $3 off the regular roundtrip rate of $30 when using the airport shuttle. Instructions and phone number for questions are listed on the coupon to make it user friendly.
Do you have a product or service others in our healthcare community need to know about?

Consider an exhibit or exclusive sponsorship to tell them what’s better about your product or service. It’s the most cost-effective way to build relationships and gain the additional business you want. This conference is all about the exchange of ideas and promoting best practices among the professionals that want to continue to improve their healthcare system. They strive to find the best mix of products and services that will make the critical difference for their organization to be more productive and thus profitable. Come join us to demonstrate the value of your product or service. Not only will you benefit from reaching more prospects, you will be helping attendees understand how important it is to purchase the best products and services for their organization. Conferences help build business; it’s a known fact that in-person meetings lead to more business than any other promotion. Sign up today for your booth and help your brand stand out by sponsoring a unique conference item.

Contact SHS Marketing Solutions: Michelle Lorusso, mlorusso@iienet.org or 770-349-1127

“Speaking with the exhibitors was insightful.” ~Sarah Manning, University of Nebraska
SOCIETY FOR HEALTH SYSTEMS CONFERENCE AND EXPO 2011 REGISTRATION

ONLINE AND SAVE TIME
www.shsconference.org

Register for hotel at www.himss.org site. If you are going to attend both
the Society for Health Systems and the HIMSS conferences, register at the
HIMSS 2011 Conference site to get conference savings of $100.

Conference registration fee includes:
• Admission to all educational tracks with over 50 presentations
• Keynote presentations
• Luncheon with featured speakers
• Welcome reception
• Admission to exhibit area
• Admission to vendor presentations and networking social
• Continental breakfast on Friday and Saturday
• A CD with conference proceedings
• A conference tote bag
• All the learning, networking and fun you want

Online registration will be available until Wednesday, February 9. After that
time, please bring completed registration form to the conference.

Pre-Conference Workshops
Thursday, February 17
FULL-DAY WORKSHOPS

EARLY BIRD
BEFORE DEC 6
MEMBER/ NON-MEMBER $295 / $315
STANDARD
DEC 7 – JAN 24
MEMBER/ NON-MEMBER $295 / $315
AFTER JAN 24
MEMBER/ NON-MEMBER $335 / $355

8 a.m. - 5 p.m. EXPLORING THE NINE ESSENTIAL SYSTEMS OF EVIDENCE-BASED EXCELLENCE™

8 a.m. - 5 p.m. CLEAN HOSPITAL: TEACHING LEAN TOOLS EFFECTIVELY IN HEALTHCARE V2.0

8 a.m. - 5 p.m. HEALTH REFORM AND THE MANAGEMENT ENGINEER: YOUR LEADERSHIP ROLE IN POSITIONING YOUR HOSPITAL FOR SUCCESS

HALF-DAY WORKSHOPS

EARLY BIRD
BEFORE DEC 6
MEMBER/ NON-MEMBER $195 / $215
STANDARD
DEC 7 – JAN 24
MEMBER/ NON-MEMBER $195 / $215
AFTER JAN 24
MEMBER/ NON-MEMBER $235 / $255

8 A.M. - NOON IDENTIFYING AND PREVENTING ERROR IN HEALTHCARE SYSTEMS

1 P.M. - 5 P.M. IMPROVING DIALYSIS AND OUTPATIENT TREATMENT QUALITY, FLOW AND COSTS

SIGN UP FOR BOTH THE MORNING AND AFTERNOON WORKSHOP FOR ONLY $295 MEMBER / $315 NON-MEMBER

I WOULD LIKE TO DONATE TO THE SHS SCHOLARSHIP FUND

$50 $25 $10

*Not a member? Go to www.societyforhealthsystems.org/join to join SHS
and receive the member rate.

** Student Registration – You must be a full-time student with an
accredited educational institution to be eligible for student rate. Students
who are not IIE/SHS members must submit a copy of school schedule or
letter from their institution with their completed registration form. A copy
of student ID will not be accepted as proof of status.

Pre- and post-conference workshops, hotel room fees and Dutch Treat
Dinner are separate fees and are not included in registration fee.

Please complete:

Mr. Mrs. Ms. Dr.
Last/Surname First: ________________________________
Preferred first name on badge: ________________________________
Title: ________________________________
Company: ________________________________
Address: ________________________________
City: ________________________________ State/Prov Zip: ________________________________
Country: ________________________________
Please check one: Company address Home address
Phone: ________________________________ Fax: ________________________________
E-mail: ________________________________

Yes, I require special assistance services. E-mail your request to cs@iienet.org.

Method of Payment: (Conference fees are due in full at registration in U.S. currency only)

□ Check – made payable to IIE

A check for $ ________________________________ is enclosed. Check # __________

□ Credit card – Please charge $ ________________________________ to my:

Visa □ MasterCard □ American Express

Credit card # ________________________________ Exp. Date: ________________________________

Signature: ________________________________

Name of cardholder (print): ________________________________

CANCELLATIONS AND SUBSTITUTIONS:
Cancellations must be made in writing and faxed to (770) 263-8532
or mailed to IIE, 3577 Parkway Lane, Suite 200, Norcross, GA 30092.
See website for deadline for refund. Contact customer service at
cs@iienet.org or (770) 449-0460x102 or (800) 494-0460.
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Go to www.societyforhealthsystems.org/join to become a member of SHS and receive the member rates on the Society for Health Systems Conference registration.

By becoming an SHS member now, you will benefit from the growing resources available to members and you can help shape the future of our health care improvement profession.