

CONFERENCE PROGRAM

DAY ONE: TUESDAY SEPTEMBER 29: 2:00PM – 6:30PM (PACIFIC TIME ZONE)

02:00^{pm}

Palo Alto

05:00^{pm}

New York

06:00^{pm}

Buenos Aires

10:00^{pm}

Dublin

11:00^{pm}

Barcelona

12:00^{am}
09/30/2020

Helsinki

07:00^{am}
09/30/2020

Melbourne

SESSION A

Moderators: **Terry Platchek, MD**, Vice President, Performance Improvement, Stanford Children's Health & Clinical Associate Professor, Pediatrics, Stanford University School of Medicine & **Denise Bennett**, Senior Improvement Coach, Stanford Children's Health, Lean Enterprise Australia & Australasian Lean Healthcare Network and Faculty, Lean Global Network

2:00pm	Welcome and Opening Address – Lloyd B. Minor, MD, Dean, Stanford University School of Medicine
2:15pm	Keynote Address: A Lean Culture Facilitated the Response to the COVID-19 Pandemic in the Epicenter of the United States Courtney Vose, DNP, MBA, RN, APRN, NEA-BC, Vice President and Chief Nursing Officer & Craig Albanese, MD, MBA, Senior Vice President & Chief Operating Officer, NYP Morgan Stanley Children's Hospital & Chief Clinical Integration Officer, New York Presbyterian System
3:00pm	Delegate Poster Presentations - Plenary
3:05pm	1. How LEAN Concepts and Methods Bolstered an Urgent Care Clinic's Experience During the COVID-19 Pandemic Crisis Carmen Liang, DO, MPH, Associate Medical Director, ZSFG Urgent Care Center, Associate Clinical Professor, University of California, San Francisco and Zuckerberg San Francisco General Hospital and Trauma Center
3:13pm	2. SARS-COV2 Healthcare Staff Exposure Reduced Via Inpatients-Staff Touch Points Optimization Javier Sala Mercado, MD, Vice COO & CMO, Instituto Modelo De Cardiologia Privado SRL, Argentina
3:21pm	3. Success Factors and Biggest Barriers for Achieving Measurable Performance Improvements with Lean in the COVID-19 Era Elina Reponen, MD, PhD, Deputy Chief Anaesthesiologist, Development Manager, Center for Lean Engagement and Research in Healthcare, UC Berkeley/ Helsinki University Hospital, Hospital District of Helsinki and Usimaa, Finland
3:29pm	4. The Obstetric Hypertensive Emergency Management Initiative Catherine Tanzer, Principal House Officer, Obstetrics and Gynaecology, Mater Mother's Hospital, Brisbane, Australia
3:37pm	5. Developing a Frailty Model Line in IEHG: A Home First Approach Fiona Keogan, Service Improvement Lead, Ireland East Hospital Group, (IEHG), Ireland
3:45pm	Break and Poster Viewing



LEAN HEALTHCARE ACADEMIC CONFERENCE FROM STANFORD

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SESSION B

4:00pm	Break Out Delegate Poster Presentations			
	<p>B.1 Increasing Safety and Reducing Harm for Patients and Staff Moderators: Sheri Nakamura, Performance Improvement Director of Capability Development, <i>Stanford Children's Health</i> & Elizabeth Freeman, Senior Advisor, Clinical Affairs, <i>Stanford University School of Medicine</i></p>	<p>B.2 COVID-19 Response: Applying Lean Thinking to Supply Chains Moderators: Jack Billi, Associate Vice President for Medical Affairs and Associate Dean, <i>University of Michigan Medical School</i> & Jonaelle Lucas, Performance Improvement Manager, <i>Stanford Children's Health</i></p>	<p>B.3 COVID-19 Response: Leveraging on Lean Management Systems Moderators: Terry Platchek, MD, Vice President, Performance Improvement, <i>Stanford Children's Health & Clinical Associate Professor, Pediatrics</i>, <i>Stanford University School of Medicine</i> & Jane Evans, Director, Performance Excellence, Patient Experience and Consumer Engagement, <i>Eastern Health</i></p>	<p>B.4 COVID-19 Response: Getting Ready for COVID-19 Moderators: Lauren Destino, MD, Clinical Associate Professor, Medical Director for Acute Care, <i>Lucile Packard Children's Hospital Stanford</i>, Associate Medical Director, Division of Pediatric, Hospital Medicine & Denise Bennett, Senior Improvement Coach, <i>Stanford Children's Health</i>, <i>Lean Enterprise Australia & Australasian Lean Healthcare Network and Faculty</i>, <i>Lean Global Network</i></p>
	<p>COVID-19 Visitor Screening at Hospital Entry Kasia Pitman, Continuous Improvement Coach, <i>Southern Adelaide Local Health Network (SALHN)</i>, <i>Australia</i></p>	<p>Lean Methodology Used to Meet PPE Needs Wilson Lamy, Senior Quality & Innovation Coach, <i>Armstrong Institute</i>, <i>Johns Hopkins Medicine</i></p>	<p>Virtual Tiered Status Reporting: A Critical Component for Rapid COVID-19 Operations Denise Elgarico, Senior Improvement Advisor, UCSF Health Continuous Improvement Department, <i>University of California</i>, <i>San Francisco</i></p>	<p>Using a Continuous Improvement Methodology to Design and Implement a Fever Clinic Angie Goodrich, Improvement Coach, <i>Southern Adelaide Local Health Network (SALHN)</i>, <i>Australia</i></p>
	<p>Hospital-wide Daily Monitoring and Efficient Use of Personal Protective Equipment During COVID-19 Pandemic and Beyond Javier Sala Mercado, Vice COO & CMO, <i>Instituto Modelo De Cardiologia Privado SRL</i>, <i>Argentina</i></p>	<p>Ensuring Critical PPE Supply During a Pandemic Brianna Reade, Improvement Coach, <i>Southern Adelaide Local Health Network (SALHN)</i>, <i>Australia</i></p>	<p>Leveraging the Daily Management System During COVID-19 Kevin DeHority, Continuous Improvement Advisor, <i>Michigan Medicine</i></p>	<p>Streamlining the Diagnostic Process for COVID-19: Solution for Test Ordering to Data Sharing in Contact Tracing Mari Kanerva, Chief Specialist in Infectious Diseases, <i>University of Helsinki and HUS Helsinki University Hospital</i></p>
	<p>Healthcare Worker Serious Safety Events: Applying Concepts from Patient Safety to Improve Healthcare Worker Safety Christine Foster, Director, Environmental Health and Safety, <i>Lucile Packard Children's Hospital</i>, <i>Stanford</i></p>	<p>Recognizing Community and Staff Through a Centralized External Food Donation Process Thomas Laack, Transformation Facilitator, <i>Medical College of Wisconsin</i></p>	<p>How UC San Diego Used Lean to Build a Sustainable COVID-19 Incident Command Center Monique Imroth, Director, Emergency Management, Tel. Operator Services, <i>UC San Diego Health</i></p>	<p>Lessons Learned: Workforce Adjustment in COVID-19 Mason Ybarra, Patient Care Manager, <i>Lucile Packard Children's Hospital</i>, <i>Stanford</i></p>
				<p>Rapid Preparation to Combat COVID-19 Katherine Jackman, Head of Learning and Development, <i>Mater Education</i>, <i>Brisbane</i>, <i>Australia</i></p>
	Poster Viewing	Poster Viewing	Poster Viewing	Poster Viewing
	<p>Decreasing Unit Acquired Pressure Injuries in the Surgical Intensive Care Unit Scott Burkett, Senior Quality and Innovation Coach, <i>Johns Hopkins Medicine Armstrong Institute for Patient Safety and Quality</i></p>	<p>Using LEAN Methods (Plan-Do-Check-Act) PDCA to Keep Pace with Critical Supply demand for Transport Media for COVID-19 Testing Sujinder Johal, Director of Operations (Clinical Pathology), <i>Stanford Health Care</i></p>	<p>Problem Solving During a Pandemic Using an Integrated Management System at Southern Adelaide Local Health Network (SALHN) Jane Bassham, Continuous Improvement Coach, <i>Southern Adelaide Local Health Network</i>, <i>(SALHN)</i>, <i>Australia</i></p>	<p>Healthcare Organization Change Heat Map: Impact of Change on Stakeholders During COVID-19 Recovery Initiatives Roslyn Grant, Director, Organizational Development, <i>Froedtert & the Medical College of Wisconsin</i></p>
	<p>Reduction in Blood Culture Contamination Eric Bernier, Administrative Quality Director, <i>Stanford Health Care</i></p>	<p>Preparing for COVID-19 Surge via Central Labor Pool Grace Ty, Performance Improvement Consultant, <i>Oregon Health & Science University</i></p>		
4:45pm	Shook and Schein Dialogue: The Importance of the Technical and Social Domains of Improvement in the Setting of Rapidly Changing and Urgent Conditions Lane Donnelly, MD, Chief Quality Officer, <i>Stanford Children's Health</i> and Karen Frush, MD, Chief Quality Officer, <i>Stanford Health Care</i> host a conversation between Edgar Schein, Emeritus Professor, MIT & John Shook, Chairman, <i>Lean Global Network</i>			
5:30pm	10 minute break			

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DAY ONE: TUESDAY SEPTEMBER 29: 2:00PM – 6:30PM (PACIFIC TIME ZONE)

SESSION B				
5:40pm	Networking, Poster Viewing and Discussions			
	<p>1. Clinical Improvement Moderators: Sheri Nakamura, <i>Performance Improvement Director of Capability Development, Stanford Children's Health</i> & Elizabeth Freeman, <i>Senior Advisor, Clinical Affairs, Stanford University School of Medicine</i></p>	<p>2. COVID-19: Impact on Essential Services Moderators: Jack Billi, <i>Associate Vice President for Medical Affairs and Associate Dean, University of Michigan Medical School</i> & Jonaelle Lucas, <i>Performance Improvement Manager, Stanford Children's Health</i></p>	<p>3. COVID-19: Preparing and Responding Moderators: Denise Bennett, <i>Senior Improvement Coach, Stanford Children's Health, Lean Enterprise Australia & Australasian Lean Healthcare Network and Faculty, Lean Global Network</i> & Jane Evans, <i>Director, Performance Excellence, Patient Experience and Consumer Engagement, Eastern Health</i></p>	<p>4. COVID-19: Improving Communication Moderators: Lauren Destino, MD, <i>Clinical Associate Professor, Medical Director for Acute Care, Lucile Packard Children's Hospital Stanford</i>, <i>Associate Medical Director, Division of Pediatric, Hospital Medicine</i> & Linda Lam, <i>Performance Improvement Manager, Stanford Children's Health</i></p>
	<p>Applying Lean Thinking Methods to Increase Engagement Into Evidence-based Tobacco Treatment at Stanford Cancer Center Cindy Tran, <i>Project Manager, Stanford Health Care</i></p>	<p>Defining Safe Transfusion Thresholds for Pediatric Stem Cell Patients During the COVID-19 Critical Blood Shortage Mirinda Gillespie, <i>Clinical Instructor, Stanford School of Medicine</i></p>	<p>Hospital Lean Approach Transformation to Manage COVID-19 Patients' Demand Gustavo Mothe, <i>Process and Quality Improvement Officer, Instituto Modelo De Cardiologia Privado SRL, Argentina</i></p>	<p>Is Lean Hospital Use of Huddles and PDSA Cycles Associated with Being Better Prepared to Respond to the Covid-19 Crisis? Janet Blodgett, <i>Senior Analyst and Research Director, CLEAR, UC Berkeley</i></p>
	<p>Improving Guideline-Directed Medical Therapy Utilization for Heart Failure with Reduced Ejection Fraction within a Veterans Affairs Health System Nazima Allaudeen, <i>Directory of Quality Improvement for Inpatient Medicine, Veterans Affairs Palo Alto Health Care System</i></p>	<p>Advance Care Planning During COVID-19 Grant Smith, <i>Physician/Clinical Assistant Professor of Medicine, Stanford University School of Medicine</i></p>	<p>COVID-19 Response at Mater Health: Make it Visible Katie Day, <i>Manager of Improvement, Mater Health, Brisbane, Australia</i></p>	<p>Timely Reporting of Covid-19 Test Results Sujinder Johal, <i>Director of Operations (Clinical Pathology), Stanford Health Care</i></p>
	<p>Making Progress to Support Babies and Families During COVID-19 Response Maria Skoczylas, MD, <i>Director, Newborn Nursery, Michigan Medicine Children's and Women's Hospitals</i></p>	<p>Quality Improvement of Stanford's COVID-19 App to Support First Responders & Essential Workers Alexis Amano, <i>Masters Student, Stanford University School of Medicine</i></p>	<p>COVID-19 Landing Zones- Using A3 Thinking to Develop a Safe, Scalable and Sustainable Patient Placement Model in the Context of a New Emerging Pathogen Amy Valencia, <i>Director, Infection Prevention & Control, Lucile Packard Children's Hospital, Stanford</i></p>	<p>Tackling the Information Availability Challenge in the COVID-19 Era Javier Sala Mercado, <i>Vice COO & CMO, Instituto Modelo De Cardiologia Privado SRL, Argentina</i></p>
	<p>Ireland East Hospital Group (IEHG) Glaucoma Service Improvement Emma Smyth, <i>Service Improvement Lead, Ireland East Hospital Group, (IEHG), Ireland</i></p>	<p>Ireland East Hospital Group (IEHG) Ophthalmology COVID-19 Team Emma Smyth, <i>Service Improvement Lead, Ireland East Hospital Group, (IEHG), Ireland</i></p>		<p>Virtual Fluddle: Daily Flow Planning in the Context of COVID-19 Kat Cueto, <i>Director of Clinical Access, Lucile Packard Children's Hospital, Stanford</i></p>
6:05pm	Informal Networking Activities Including Lean Trivia, Lean Sharing and Improv with Platchek and Join John and Jack for e-Cocktails			
6:30pm	Close of Day One			

NETWORKING SESSIONS!

What will you choose to close day one of the event ... this isn't going to be an easy decision! But whatever you choose you're guaranteed some fun!

Lean Sharing and Improv with Platchek

What's an improvement conference without a little impromptu fun and frivolity? Come network with your improvement colleagues from close and far away. We will share some of our favorite moments from the conference, learn a bit about one another and practice a little of our improvisation skills with friends. Bring your favorite beverage, wear a crazy hat and join us for what will sure be a memorable session!

OR

Join John and Jack for e-Cocktails

If you are ready to relax and reflect after the hectic conference schedule with your favorite cocktail (Bring Your Own), join in on a conversation with John Shook and Jack Billi to learn how they continue to support improvement since the spread of COVID-19. They will share some of their experiences and observations but are keen to hear from you on what you have learned. How are you facing the challenges of improving healthcare in the midst of the pandemic? What is working well? What are you struggling with? We guarantee John and Jack will encourage thinking that will be impactful beyond this short session.

OR

Lean Trivia

If you're not quite ready to relax or unwind, then join our Quiz Master, Hurley Smith, for fast-paced virtual trivia! Test how much you really know about Lean and how well you've listened throughout the program on Day 1! This session will be sure to get your heart racing as you will not only need to answer correctly, but be the fastest to answer in order to win the prize! There's a prize too for the best Zoom background!

CONFERENCE PROGRAM

DAY TWO: WEDNESDAY SEPTEMBER 30: 10:00AM – 1:30PM (PACIFIC TIME ZONE)

10:00^{am}
Palo Alto

01:00^{pm}
New York

02:00^{pm}
Buenos Aires

06:00^{pm}
Dublin

07:00^{pm}
Barcelona

08:00^{pm}
Helsinki

03:00^{am}
10/01/2020
Melbourne

SESSION C

Moderators: **Denise Bennett**, Senior Improvement Coach, Stanford Children's Health, Lean Enterprise Australia & Australasian Lean Healthcare Network and Faculty, Lean Global Network & **Daniel J. Murphy, MD**, Professor of Pediatrics (Cardiology), Medical Director Ambulatory Services, Stanford School of Medicine

10:00am **Welcome to Day Two**
Lane Donnelly, Chief Quality Officer, Professor Radiology and Pediatrics, Stanford Children's Health

10:10am **Panel Presentation Where Leaders Share Their Application of Lean Thinking in Preparing for and Managing the COVID-19 Crisis**
Olga Farré, MD, Chief Medical Officer & Rosa Simon, RN, Chief Nurse of Lean and Quality, Garraf-Penedes Hospital, Barcelona
Kimberly Eng, Chief Operating Officer, Lynn Community Health Center, Massachusetts
Anne-Marie Keown, Chief Operating Officer, Ireland East Hospital Group, Ireland
Trisha O'Moore-Sullivan, MD, Director of Medical and Chronic Diseases, Mater Health, Brisbane, Australia

11:10am **Delegate Poster Presentations: Break out Rooms**

<p>C.1 Using Telehealth and Virtual Platforms to Maintain and Improve Services Moderators: Sheri Nakamura, Performance Improvement Director of Capability Development, Stanford Children's Health & Elizabeth Freeman, Senior Advisor, Clinical Affairs, Stanford University School of Medicine</p>	<p>C.2 Lean Transformation in Organizations, Services and Value Streams Moderators: Jack Billi, Associate Vice President for Medical Affairs and Associate Dean, University of Michigan Medical School & Jonaelle Lucas, Performance Improvement Manager, Stanford Children's Health</p>	<p>C.3 Improving Processes and the Work Moderators: Terry Platchek, MD, Vice President, Performance Improvement, Stanford Children's Health & Clinical Associate Professor, Pediatrics, Stanford University School of Medicine & Lauren Destino, MD, Clinical Associate Professor, Medical Director for Acute Care, Lucile Packard Children's Hospital Stanford, Associate Medical Director, Division of Pediatric, Hospital Medicine</p>	<p>C.4 Methods of Improvement and Engagement Moderators: Denise Bennett, Senior Improvement Coach, Stanford Children's Health, Lean Enterprise Australia & Australasian Lean Healthcare Network and Faculty, Lean Global Network & Linda Lam, Performance Improvement Manager, Stanford Children's Health</p>
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<p>SCH COVID-19 Response: Clinic Flow Reactivation Model Michele LaPointe, Assistant Director, Ambulatory PI, Stanford Children's Health</p>	<p>Assessing Experience with Using the Lean Management System and Hospital Performance Aaron Tierney, PhD Student, University of California, Berkeley School of Public Health</p>	<p>Operating Room Turnover Time Optimization Initiative Todd Halsey, Director, Transformation Office, Froedtert & the Medical College of Wisconsin</p>	<p>Helping Teach QI in Healthcare: An A3 "Problem-Solving" Assessment Tool and Self-Instruction Package R. Van Harrison, Professor, Michigan Medicine, University of Michigan</p>
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<p>Developing and Improving a Virtual Visit Program in the COVID-19 Era Utilizing a Core Team in an Incident Command System M. Chris Decker, Chief Transformation Officer, Medical College of Wisconsin</p>	<p>Maintaining Transformational Impact and Engagement During a Pandemic Matt Helton, Program Manager, UC San Diego Health</p>	<p>Reducing Duplicates and Overlays of MRNs Edward Anthony, Performance Improvement Manager, Stanford Children's Health</p>	<p>Distributing a Performance Improvement Team Effectively at an Academic Medical Center Joy Goor, Senior Improvement Consultant, Stanford Health Care</p>
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<p>CardioClick: Building the Case for Telemedicine in Preventative Cardiology and Beyond Emily Savage, Graduate Student, Stanford University</p>	<p>Ireland East Hospital Group (IEHG) Ophthalmology Enterprise Transformation Emma Smyth, Service Improvement Lead, Ireland East Hospital Group (IEHG), Ireland</p>	<p>Improving Chart Flow Processes Through a Rapid Improvement Event Liz Kelso, Service Improvement Lead, Ireland East Hospital Group (IEHG), Ireland</p>	<p>Mobilizing Resident Lean Engagement Using a Novel Virtual Management System Emily Ko, Program Manager, UCSF Health Continuous Improvement Department, University of California, San Francisco</p>
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<p>Standardizing Parent Education Kathleen Goldsmith, Midwifery Unit Manager, Mater Health, Brisbane, Australia</p>	<p>Ireland East Hospital Group (IEHG) Integrated Cataract Pathway Improvement Emma Smyth, Service Improvement Lead, Ireland East Hospital Group (IEHG), Ireland</p>	<p>Improving Frontline Nurse Preparedness and Perception During CVICU to Acute Care Transfers Michelle Ziccarelli, Nurse Educator, CVICU, Stanford University School of Medicine</p>	<p>Successful Reduction of Postoperative Chest Tube Duration and Length of Stay After Congenital Heart Surgery at Four Large Centers: A Pediatric Acute Care Cardiology Collaborative (PAC3) Project Sara Heller, Pediatric Cardiology Nurse Practitioner, Lucile Packard Children's Hospital, Stanford</p>
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Poster Viewing	Poster Viewing	Poster Viewing	Poster Viewing
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<p>Innovative Telehealth Expansion Alan Laver, Director, Hospital Technology and Communications, Stanford Children's Health</p>	<p>Using Lean to Redesign Gynaecological Oncology Patient Pathway and Experience Eithne Mullen, Service Improvement Lead, Ireland East Hospital Group (IEHG), Ireland</p>	<p>Developing a Lean Recruitment Model for IEHG Anne-Marie Kennedy, HR Manager, Ireland East Hospital Group (IEHG), Ireland</p>	<p>PI Going Digital Chris Pratt, Performance Improvement Director, Stanford Children's Health</p>
<p>A Multidisciplinary Pathway for High-Risk Outpatient Procedures During the COVID-19 Pandemic Kristen Merriman, Director of Respiratory Care Services, Stanford Health Care</p>	<p>Using Lean Methodology to Transform Maternity Services in a Model 3 General Hospital Liz Kelso, Service Improvement Lead, Ireland East Hospital Group (IEHG), Ireland</p>	<p>Leveraging Leader Standard Work to Support Operational Stability Nasim Delavari, Performance Improvement Associate, Stanford Children's Health</p>	<p>IEHG Flow Improvement Programme: Journey to Better Care Liz Kelso, Service Improvement Lead, Ireland East Hospital Group (IEHG), Ireland</p>
		<p>Clinical Advancement Model Froiland Agana Ascano, Nursing Professional Development Specialist, Stanford Children's Health</p>	

11:50am **Break**

LEAN HEALTHCARE ACADEMIC CONFERENCE FROM STANFORD

DAY TWO: WEDNESDAY SEPTEMBER 30: 10:00AM – 1:30PM (PACIFIC TIME ZONE)

SESSION D

Moderators: **Terry Platchek, MD**, Vice President, Performance Improvement, *Stanford Children's Health & Clinical Associate Professor, Pediatrics, Stanford University School of Medicine & Elizabeth Freeman*, Senior Advisor, Clinical Affairs, *Stanford University School of Medicine*

12:10pm	A New Story: Humor as a Secret Weapon in Business and Life Jennifer Aaker PhD, The General Atlantic Professor, <i>Stanford Graduate School of Business</i>
12:40pm	200 Years of Improvement History: Learn from the Past, Prepare for the Future Hurley Smith, Manager, Improvement Team, <i>Stanford Health Care</i>
12:55pm	Closing Keynote: Lean Leadership During a Crisis and Beyond Rick Majzun, Vice President and Chief Operating Officer, <i>Stanford Children's Health</i>
1:20pm	Poster Awards and Conference Close Terry Platchek, MD , Vice President, Performance Improvement, <i>Stanford Children's Health & Clinical Associate Professor, Pediatrics, Stanford University School of Medicine & Lauren Destino, MD</i> , Clinical Associate Professor, Medical Director for Acute Care, <i>Lucile Packard Children's Hospital Stanford</i> , Associate Medical Director, Division of Pediatric, <i>Hospital Medicine</i>
1:30pm	Conference Close

