

Lean Healthcare Academic Conference from Stanford

Understanding Problem Solving Together - During a Crisis and Beyond

Virtual | September 29 – 30, 2020



CONFERENCE PROGRAM

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

SESSION A				
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			
	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	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. 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 Uusimaa, Finland	4. The Obstetric Hypertensive Emergency Management Initiative Catherine Tanzer, Principal House Officer, Obstetrics and Gynaecology, Mater Mother's Hospital, Brisbane, Australia
	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			
SESSION B				
4:00pm	Break Out Delegate Poster Presentations			
	B.1 Increasing Safety and Reducing Harm for Patients and Staff COVID-19 Visitor Screening at Hospital Entry Kasia Pitman, Continuous Improvement Coach, Southern Adelaide Local Health Network (SALHN), Australia	B.2 COVID-19 Response: Applying Lean Thinking to Supply Chains Lean Methodology Used to Meet PPE Needs Wilson Lamy, Senior Quality & Innovation Coach, Armstrong Institute, Johns Hopkins Medicine	B.3 COVID-19 Response: Leveraging on Lean Management Systems Virtual Tiered Status Reporting: A Critical Component for Rapid COVID-19 Operations Denise Elgarico, Senior Improvement Advisor, UCSF Health Continuous Improvement Department, University of California, San Francisco	B.4 COVID-19 Response: Getting Ready for COVID-19 Using a Continuous Improvement Methodology to Design and Implement a Fever Clinic Angie Goodrich, Improvement Coach, Southern Adelaide Local Health Network (SALHN), Australia
	Hospital-wide Daily Monitoring and Efficient Use of Personal Protective Equipment During COVID-19 Pandemic and Beyond Javier Sala Mercado, Vice COO & CMO, Instituto Modelo De Cardiologia Privado SRL, Argentina	Ensuring Critical PPE Supply During a Pandemic Brianna Reade, Improvement Coach, Southern Adelaide Local Health Network (SALHN), Australia	Leveraging the Daily Management System During COVID-19 Kevin DeHority, Continuous Improvement Advisor, Michigan Medicine	Streamlining the Diagnostic Process for COVID-19: Solution for Test Ordering to Data Sharing in Contact Tracing Mari Kanerva, Chief Specialist in Infectious Diseases, University of Helsinki and HUS Helsinki University Hospital
	Healthcare Worker Serious Safety Events: Applying Concepts from Patient Safety to Improve Healthcare Worker Safety Christine Foster, Director, Environmental Health and Safety, Lucile Packard Children's Hospital, Stanford	Recognizing Community and Staff Through a Centralized External Food Donation Process Thomas Laack, Transformation Facilitator, Medical College of Wisconsin	How UC San Diego Used Lean to Build a Sustainable COVID-19 Incident Command Center Monique Imroth, Director, Emergency Management, Tel. Operator Services, UC San Diego Health	Lessons Learned: Workforce Adjustment in COVID-19 Mason Ybarra, Patient Care Manager, Lucile Packard Children's Hospital, Stanford
	Poster Viewing Decreasing Unit Acquired Pressure Injuries in the Surgical Intensive Care Unit Scott Burkett, Senior Quality and Innovation Coach, Johns Hopkins Medicine Armstrong Institute for Patient Safety and Quality	Poster Viewing 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), Stanford Health Care	Poster Viewing Problem Solving During a Pandemic Using an Integrated Management System at Southern Adelaide Local Health Network (SALHN) Jane Bassham, Continuous Improvement Coach, Southern Adelaide Local Health Network, (SALHN), Australia	Rapid Preparation to Combat COVID-19 Katherine Jackman, Head of Learning and Development, Mater Education, Brisbane, Australia
	Reduction in Blood Culture Contamination Eric Bernier, Administrative Quality Director, Stanford Health Care	Preparing for COVID-19 Surge via Central Labor Pool Grace Ty, Performance Improvement Consultant, Oregon Health & Science University		Poster Viewing Healthcare Organization Change Heat Map: Impact of Change on Stakeholders During COVID-19 Recovery Initiatives Roslyn Grant, PhD - Director, Organizational Development, Froedtert & the Medical College of Wisconsin
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 Chief Quality Officers, Karen Frush, MD, Stanford Health Care and Lane Donnelly, MD, Stanford Children's Health host a conversation between Edgar Schein, Emeritus Professor, MIT & John Shook, Chairman, Lean Global Network			
5:30pm	10 minute break			
SESSION B				
5:40pm	Networking, Poster Viewing and Discussions			
	1. Clinical Improvement Applying Lean Thinking Methods to Increase Engagement into Evidence-based Tobacco Treatment at Stanford Cancer Center Cindy Tran, Project Manager, Stanford Health Care	2. COVID-19: Impact on Essential Services Defining Safe Transfusion Thresholds for Pediatric Stem Cell Patients During the COVID-19 Critical Blood Shortage Mirinda Gillespie, Clinical Instructor, Stanford School of Medicine	3. COVID-19: Preparing and Responding Hospital Lean Approach Transformation to Manage COVID-19 Patients' Demand Gustavo Mothe, Process and Quality Improvement Officer, Instituto Modelo De Cardiologia Privado SRL, Argentina	4. COVID-19: Improving Communication Is Lean Hospital Use of Huddles and PDSA Cycles Associated with Being Better Prepared to Respond to the Covid-19 Crisis? Janet Blodgett, Senior Analyst and Research Director, CLEAR, UC Berkeley
	Improving Guideline-Directed Medical Therapy Utilization for Heart Failure with Reduced Ejection Fraction within a Veterans Affairs Health System Nazima Allaudeen, Directory of Quality Improvement for Inpatient Medicine, Veterans Affairs Palo Alto Health Care System	Advance Care Planning During COVID-19 Grant Smith, Physician/Clinical Assistant Professor of Medicine, Stanford University School of Medicine	COVID-19 Response at Mater Health: Make it Visible Katie Day, Manager of Improvement, Mater Health, Brisbane, Australia	Timely Reporting of Covid-19 Test Results Sujinder Johal, Director of Operations (Clinical Pathology), Stanford Health Care
	Making Progress to Support Babies and Families During COVID-19 Response Maria Skoczylas, MD, Director, Newborn Nursery, Michigan Medicine Children's and Women's Hospitals	Quality Improvement of Stanford's COVID-19 App to Support First Responders & Essential Workers Alexis Amano, Stanford University School of Medicine	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, Director, Infection Prevention & Control, Lucile Packard Children's Hospital, Stanford	Tackling the Information Availability Challenge in the COVID-19 Era Javier Sala Mercado, Vice COO & CMO, Instituto Modelo De Cardiologia Privado SRL, Argentina
	Ireland East Hospital Group (IEHG) Glaucoma Service Improvement Emma Smyth, Service Improvement Lead, Ireland East Hospital Group, (IEHG), Ireland	Ireland East Hospital Group (IEHG) Ophthalmology COVID-19 Team Emma Smyth, Service Improvement Lead, Ireland East Hospital Group, (IEHG), Ireland		Virtual Fluddle: Daily Flow Planning in the Context of COVID-19 Kat Cueto, Director of Clinical Access, Lucile Packard Children's Hospital, Stanford
6.05pm	Informal Networking Activities Including Lean Trivia, Speed Sharing and Join Jack and John			
6:30pm	Close of Day One			

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

SESSION C				
10:00am	Welcome to Day Two			
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, <i>Garraf-Penedes Hospital, Barcelona</i> Kimberly Eng, Chief Operating Officer, <i>Lynn Community Health Centre Massachusetts</i> Anne-Marie Keown, Chief Operating Officer, <i>Ireland East Hospital Group, Ireland</i> Dr Trisha O'Moore-Sullivan, MD, Director of Medical and Chronic Diseases, <i>Mater Health, Brisbane, Australia</i>			
11:10am	Delegate Poster Presentations: Break out Rooms			
	C.1 Using Telehealth and Virtual Platforms to Maintain and Improve Services SCH COVID-19 Response: Clinic Flow Reactivation Model Michele LaPointe, Assistant Director, Ambulatory PI, <i>Stanford Children's Health</i>	C.2 Lean Transformation in Organizations, Services and Value Streams Assessing Experience with Using the Lean Management System and Hospital Performance Aaron Tierney, PhD Student, <i>University of California, Berkeley School of Public Health</i>	C.3 Improving Processes and the Work Operating Room Turnover Time Optimization Initiative Todd Halsey, Director, Transformation Office, <i>Froedtert & the Medical College of Wisconsin</i>	C.4 Methods of Improvement and Engagement Helping Teach QI in Healthcare: An A3 "Problem-Solving" Assessment Tool and Self-Instruction Package R. Van Harrison, Professor, <i>Michigan Medicine, University of Michigan</i>
	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, <i>Medical College of Wisconsin</i>	Maintaining Transformational Impact and Engagement During a Pandemic Matt Helton, Program Manager, <i>UC San Diego Health</i>	Reducing Duplicates and Overlays of MRNs Edward Anthony, Manager, Performance Improvement, <i>Center for Pediatric and Maternal Value, Stanford Children's Health</i>	Distributing a Performance Improvement Team Effectively at an Academic Medical Center Joy Goor, Senior Improvement Consultant, <i>Stanford Healthcare</i>
	CardioClick: Building the Case for Telemedicine in Preventative Cardiology and Beyond Katherine Wang, Investigator, <i>Stanford Management Science & Engineering</i>	Ireland East Hospital Group (IEHG) Ophthalmology Enterprise Transformation Emma Smyth, Service Improvement Lead, <i>Ireland East Hospital Group (IEHG), Ireland</i>	Improving Chart Flow Processes Through a Rapid Improvement Event Liz Kelso, Service Improvement Lead, <i>Ireland East Hospital Group (IEHG), Ireland</i>	Mobilizing Resident Lean Engagement Using a Novel Virtual Management System Emily Ko, Program Manager, UCSF Health Continuous Improvement Department, <i>University of California, San Francisco</i>
	Standardizing Parent Education Kathleen Goldsmith, Midwifery Unit Manager, <i>Mater Health, Brisbane, Australia</i>	Ireland East Hospital Group (IEHG) Integrated Cataract Pathway Improvement Emma Smyth, Service Improvement Lead, <i>Ireland East Hospital Group (IEHG), Ireland</i>	Improving Frontline Nurse Preparedness and Perception During CVICU to Acute Care Transfers Michelle Ziccarelli, Nurse Educator, CVICU, <i>Stanford University School of Medicine</i>	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, <i>Lucile Packard Children's Hospital, Stanford</i>
	Poster Viewing	Poster Viewing	Poster Viewing	Poster Viewing
	Innovative Telehealth Expansion Alan Laver, Director, Hospital Technology and Communications, <i>Stanford Children's Health</i>	Using Lean to Redesign Gynaecological Oncology Patient Pathway and Experience Eithne Mullen, Service Improvement Lead, <i>Ireland East Hospital Group (IEHG), Ireland</i>	Developing a Lean Recruitment Model for IEHG Anne-Marie Kennedy, HR Manager, <i>Ireland East Hospital Group (IEHG), Ireland</i>	PI Going Digital Chris Pratt, Director, Performance Improvement, <i>Stanford Children's Health</i>
	A Multidisciplinary Pathway for High-Risk Outpatient Procedures During the COVID-19 Pandemic Kristen Merriman, Director of Respiratory Care Services, <i>Stanford Healthcare</i>	Using Lean Methodology to Transform Maternity Services in a Model 3 General Hospital Liz Kelso, Service Improvement Lead, <i>Ireland East Hospital Group (IEHG), Ireland</i>	The Journey of Leader Standard Work in MRI Nasim Delavari, Associate, Performance Improvement, <i>Stanford Children's Health</i>	IEHG Flow Improvement Programme: Journey to Better Care Liz Kelso, Service Improvement Lead, <i>Ireland East Hospital Group (IEHG), Ireland</i>
			Clinical Advancement Model Froiland Agana Ascano, Nursing Professional Development Specialist, <i>Stanford Children's Health</i>	
11:50am	Break			
SESSION D				
12:10pm	A New Story: Humor as a Secret Weapon in Business and Life Dr Jenny Aaker, 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			
1:30pm	Conference Close			