

Lean Healthcare Academic Conference at Stanford

Improving Together for All – Patients, Families and Healthcare Workers

Frances C. Arrillaga Alumni Center
Palo Alto, California
October 11 - 12, 2022



Program

Day One - Tuesday October 11, 2022

0730	Registration Opens
0900	Session One: Opening Plenary Session – Improving Together for All – Patients, Families & Healthcare Workers <i>Moderators: Terry Platchek MD, Vice President, Performance Improvement, Stanford Medicine Children's Health & Denise Bennett, Senior Improvement Coach, Stanford Medicine Children's Health, Director, Lean Global Network</i>
0900	Welcome
0915	Conference Opening Address Paul A. King, President and CEO, Stanford Medicine Children's Health, CA
0920	Improving Together for Patients and Families Leilani Schweitzer, PEARL Patient Liaison, Stanford Medicine Health Care, CA Alpa Vyas, Vice President and Chief Patient Experience Officer, Stanford Medicine Health Care, CA
1020	Improving Together - Impact on Our Practice Networking and Table Discussion
1040	Break & Poster Viewing
1110	Session Two: Plenary Delegate Presentations <i>Moderators: Micah Duchesne, Administrative Director of Performance Improvement, Stanford Medicine Health Care & Portfolio Management & Lauren Destino, Associate Division Chief, Pediatric Hospital Medicine Division and Medical Director of Acute Care, Stanford, Clinical Professor, Stanford University</i>
1110	Delegate Presentations: Diversity, Equity and Inclusion in our Improvement Work
1110	"We Can't Achieve Quality without Equity" Advancing Health Equity Leadership Locally with A3 Thinking and Coaching Frameworks, William Huen, MD, Associate Chief Medical Officer, Quality and Lean, Zuckerberg San Francisco General, CA
1130	Leading the Way, Melissa Simpson, General Manager, Clinical Services, Tū Ora Compass, New Zealand
1150	Delegate Presentations: Improving Together for All
1150	Patient and Family-Centered Care, Seán Paul Teeling, Assistant Professor & Lecturer UCD Health Systems, University College Dublin and Mater Misericordiae University Hospital, Ireland
1210	Using Lean Thinking to Establish and Improve a Virtual Care Service in South Australia (SA), Jyotsna Janardan, MD, Lead General Physician, Virtual Care Service, South Australia Health, Australia
1230	Lunch & Poster Viewing

1330	Session Three: Delegate Break Out Sessions		
1330	3A Diversity, Equity, Inclusion and Resilience <i>Moderators: Lisa Freeman, Senior Advisor, Stanford Medicine Center for Improvement, Stanford University, School of Medicine & Micah Duchesne, Stanford Medicine Health Care</i>	3B Improving for Patients and Families <i>Moderators: Jessie Roszell & Benjamin Elkins, Director, Quality & Performance Improvement, Stanford Medicine Children's Health</i>	3C Creating Value <i>Moderators: Jonaelle Lucas, Performance Improvement Advisor, Stanford Medicine Children's Health & Dakota White, Performance Improvement Consultant, Stanford Medicine Health Care</i>
	Lean in Diversity of Thought , Elizabeth Aikman, Graduate Student, Case Western Reserve University & Toni Benner, Doctoral Student, Bowling Green State University, Ohio	Patient and Family-Centered Care - Virtual Visits , Christine Moczynski, Senior Organization Development Business Partner/Change Management, Kelly Stevenson, Senior Manager, Inception Health & Natalie Mortensen, Manager, Inception Health, Froedtert Health, WI	ERAS is not the Endgame: Considering the Quintuple Aim of Healthcare , Deirdre Lum, MD, Clinical Associate Professor, Stanford University School of Medicine & Jake Mickelson, Director Improvement Team, Stanford Medicine Health Care, CA
	Addressing Challenges to Diversity and Equity in Lung Cancer Screening at the KCVA , Andrea Covey, MD, Lung Cancer Screening Medical Director/Pulmonary & Critical Care Physician, Kansas City VA Medical Center, MO	How Process Improvement Impacted Patient Care Through Referral Management , Aubrianna Schumacher, Clinical Operations Manager & Christine Hartinger, Operations Director, Medicine Specialties, UCSD, CA	We Need to Talk About the Cost of Healthcare , Jane Evans, Group Manager, Improvement and Innovation, St Vincent's Health, Australia
	Staying Afloat: Leveraging A3 Methodology to Reduce Burden of Electronic Patient Messages , Hurley Smith, Director, Improvement Team, Stanford Medicine Health Care, CA	Virtual Transitions of Care Clinic , Sarah Horman, MD, Hospitalist, Medical Director Virtual Transitions of Care Clinic & Eric Lundin, Project Manager / Organizational Consultant, UCSDHealth, CA	The Life Changing Magic of a New Inventory System at a 108-year-old Medium Sized Multi-Specialty Medical Home, Union Health Center , Jack Martinson, Process Improvement Intern & Cesar Reyes, Senior Manager, Inventory & Facilities, Union Health Center, NY
	Mitigating Alarm Fatigue and Improving the Care Provider, Patient and Family Experience Through Reduction in Non-Actionable Bedside Alarms , Jeffrey Yang, MD, Pediatric Cardiology Fellow, Stanford Medicine School of Medicine, CA	System Redesign of Cataract Pathways in the North East Region of Ireland , Anne Marie Keown, Director of Integration and Service Redesign, North East Region Integrated Eye Care Service (NERIECS), Ireland	Medication Distribution Kaizen: Pyxis Inventory Optimization , John Choi, Assistant Director of Pharmacy & Beth Degen, Senior Clinical Nurse, Mount Sinai Hospital, NY
		Lean Transformation of Ophthalmology Services in the North East Region of Ireland , David Keegan, MD, Clinical Director for Ophthalmology Transformation, North East Region Integrated Eye Care Service (NERIECS), Ireland	
1450	Break & Poster Viewing		
1520	Session Four: Plenary <i>Moderators: Lauren Destino, Stanford University & Benjamin Elkins, Stanford Medicine Children's Health</i>		
1520	Diversity, Equity and Inclusion in our Improvement Work Baraka Floyd, MD, Clinical Assistant Professor, Pediatrics – General Pediatrics, Stanford Medicine School of Medicine, CA		
1600	The Baptist Management System: Integrating the Social and the Technical Skip Steward, Vice President and Chief Improvement Officer, Baptist Memorial Care, TN		
1625	Commentary and Discussion with Edgar Schein, Professor Emeritus, MIT, Peter Schein, Strategy Consultant, OCLI & John Shook, Senior Advisor Lean Global Network <i>Moderator: Lauren Destino, Stanford Medicine Children's Health</i>		
1720	Close of Day One		
1730	Networking Reception		
1845	Reception Conclusion		

Day Two – Wednesday October 12, 2022

0800	Registration Desk Opens		
0830	Session Five: Plenary Session <i>Moderators: Lisa Freeman, Stanford University, School of Medicine & Micah Duchesne, Stanford Medicine Health Care</i>		
0830	Opening Day 2 David Entwistle, President and CEO, Stanford Medicine Health Care, CA		
0840	Strengthening and Adapting Lean Daily Management to Address Operational Disruption Paul Helgerson, MD, Associate Professor of Internal Medicine, Vice Chair, Inpatient Operations, Department of Medicine, Associate Chief Medical Officer, Acute Care, UVA Health, VA		
0915	Panel Presentation <i>Moderators: Terry Platchek MD, Stanford Children's Health & Jakaria Stewart, Principal Consultant, Improvement Team, Stanford Medicine Health Care</i> Improving Together for All – A Chief Medical Officer's Perspective. Chris Longhurst, MD, Chief Medical officer (CMO) and Chief Digital Officer (CDO), UC San Diego, CA Niraj Sehgal, MD, Chief Medical Officer, Stanford Medicine Health Care, CA Elaine Pretorius, MD, Executive Director of Medical Services, Limestone Coast Health, South Australia, Australia		
1015	Improving Together – Impact on our Practice Networking and Table Discussion		
1030	Break & Poster Viewing		
1100	Session Six: Themed Break Out Delegate Presentations		
1100	6A Patient Flow Challenges <i>Moderators: Denise Bennett, Stanford Medicine Children's Health & Dakota White, Stanford Medicine Health Care</i>	6B Building Capability <i>Moderators: Jakaria Stewart, Stanford Medicine Health Care & Benjamin Elkins, Stanford Medicine Children's Health</i>	6C Safety for Patients and Staff <i>Moderators: Jonaelle Lucas & Terry Platchek MD, Stanford Medicine Children's Health</i>
	Improving Capacity and Performance for Outpatient Services at the Flinders Cancer Centre , Kylie Mills, Improvement Coach, Southern Adelaide Local Health Network, Australia	A Lean Leadership Development and Training Program for Physician and Operation Leaders to Create an Effective, Sustainable, and Self-Perpetuating Organizational Capability , Steve Roey, MD, Medical Director for Lean Promotion, Palo Alto Medical Foundation, Sutter Bay Medical Foundation, CA	Patient Safety Indicators: Reducing Hospital Complications , Nazima Allaudeen, Director of Quality Improvement for Inpatient Medicine, Veterans Affairs Palo Alto Health Care System, CA
	Running Out of Time: How to Decrease Blood Draw Delays for STAT Inpatient Testing , Sheridan Jones, Nursing Quality Management Coordinator, Georgiana Remollo-Santos, Lab Operations Manager & Emily Howard, Transfusion Services Officer, Stanford Medicine Health Care, CA	Coaching During COVID: Developing a Virtual Model to Promote Lean Daily Management , Hilary Pauli, Associate Director & Stacia Studt, Process Improvement Manager, Mount Sinai Health System, NY	Creative and Flexible Ways of Improving and Building Capability , Sushant Govindan, ACOS Quality, Kansas City VAMC, KC
	Improving Throughput for Total Joint Replacement Patients , Marcia Nelson, MD, Vice President – Chief Medical Officer, Enloe Medical Center, CA	Improvement Bedrock: 12 Tenets to be Truly Improvement Capable , Jake Mickelsen, Director, Improvement Team & Tracy Ou, Manager, Nursing Quality, Stanford Medicine Health Care, CA	Personalized Scrub Caps for Improved Communication and Professional Wellness , Katie Speirs, MD, Resident Physician, Stanford Department of Anesthesiology, Perioperative and Pain Medicine, Stanford Medicine School of Medicine, CA
	Optimizing the Block Time Schedule Utilization of an Ambulatory Surgery Center , Todd Halsey, Director Transformation Office, Froedtert & The Medical College of Wisconsin, WI	Resilience and Recovery: Leader Rounding at Mount Sinai Beth Israel , Shria Raghunathan, Process Improvement Manager, Nicole Porto, Associate Director, Patient Experience and Engagement & Diana Grillo, Patient Experience Coach, Mount Sinai Health System, NY	Reducing Cleaning staff (PSA) Manual Handling Injuries , San Mendis, Improvement Coach, Southern Adelaide Local Health Network, Australia

1100	6A Patient Flow Challenges <i>Moderators: Denise Bennett, Stanford Medicine Children's Health & Dakota White, Stanford Medicine Health Care</i>	6B Building Capability <i>Moderators: Jakaria Stewart, Stanford Medicine Health Care & Benjamin Elkins, Stanford Medicine Children's Health</i>	6C Safety for Patients and Staff <i>Moderators: Jonaelle Lucas & Terry Platchek MD, Stanford Medicine Children's Health</i>
	Continuing to Improve Heart Center Value Stream Flow , Andrew Nowak, Performance Improvement Associate, Stanford Medicine Children's Health, CA		Reducing Hypothermia on Admission of Preterm Infants , Vanessa Ellison, MD, Neonatologist, Southern Adelaide Local Healthcare Network, Australia
1225	Lunch		
1325	Session Seven: Break Out Sessions		
1325	Learning Session & Poster Presentations		
	7A: (Un) Intended Consequences: How to Turn an Improvement Project Into a Wellness Initiative , Dan Murphy MD, Professor of Pediatrics (Cardiology) Emeritus, Co-Chair, Department Well Being Directors Council, WellMD/PhD, Stanford University, School of Medicine, CA & Marcia Nelson MD, Vice President - Chief Medical Officer, Enloe Medical Center, CA <i>Moderator: Lisa Freeman, Stanford University, School of Medicine</i>		
	7B: Applying Training Within Industry to Healthcare, Skip Steward , Vice President and Chief Improvement Officer, Baptist Memorial Health Care, TN <i>Moderator: Jonaelle Lucas, Stanford Medicine Children's Health</i>		
	7C: COVID Response – the Learning Continues - Delegate Presentations with Facilitated Discussion <i>Moderators: Jessie Roszell, Stanford Medicine Children's Health & Micah Duchesne, Stanford Medicine Health Care</i>		
	Comprehensive Outpatient Covid Care at Palo Alto VA: A Lean Approach , Matthew Stevenson, MD, Education Director - General Medicine Clinic; Medical Director – Respiratory, Covid Testing and Covid Vaccination Clinics, VA Palo Alto Healthcare System, CA		
	Not If, But When We Surge Again: Lessons from Frontline Staff Working to Keep Our Work Force Healthy , William Huen, MD, Associate Chief Medical Officer and Acting Medical Director of Occupational Health, Zuckerberg San Francisco General and Department of Public Health, CA		
	Utilizing Technology to Streamline Ambulatory COVID19 Vaccination Clinic Volunteers at Stanford Children's Health , Vincent I Peña, Nursing Professional Development Specialist, Stanford Medicine Children's Health, CA		
1425	Mini Break		
1435	Session Eight: Closing Plenary <i>Moderators: Terry Platchek, MD & Denise Bennett, Stanford Medicine Children's Health</i>		
1435	TED TALK: What I Have Learned About Lean in Healthcare Jack Billi, MD, Former Chief Engineer for the Michigan Quality System at the University of Michigan, MI		
1450	Improving Together for All in the Heart Center Jonaelle Lucas, Performance Improvement Advisor, Andrew Nowak, Performance Improvement Associate & Robert Wenz, Executive Director, Moore Heart Center, Stanford Medicine Children's Health		
1510	Closing Keynote Improving Together for All , John Shook, Senior Advisor, Lean Global Network		
1545	Awards Presentations		
1600	Conference Close		