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Project Management Institute
Healthcare Specific Interest Group



NEW ENGLAND Chapter

***The New England Chapter of the
Healthcare Information and Management Systems Society (HIMSS)
in cooperation with the
Healthcare Specific Interest Group of the Project Management Institute (PMI)***

**Announces their Annual Symposium
"The Use of Lean Six Sigma in Healthcare Project Management"**

Symposium Date: **Friday, January 16, 2009**

Hours: 8:30 am – 3:30 pm

Location: Rhode Island Convention Center, Providence, RI

http://www.riconvention.com/directions/ricc_directions.html

Registration: \$95 for PMI and HIMSS members;
\$125 non-members; \$40 Full-time Students
Convention Center Parking will be validated

Online registration: <https://secure100.telusys.net/tcsc-bin/sregdisplay?&ctid=3443774102736719;&rtid=7253191115234873>;

Earn CPHIMS and PMP Continuing Education Units:

PMI: Program Code TBD – 5 Professional Development Units (PDU)s.

Webinar opportunity for an additional 1 PDU with early registration.

HIMSS: CPHIMS credits for this program will be announced soon.

For Questions about the Program or Vendor Opportunities:

- Dan Feinberg: (617) 674-2048 or dfeinberg@retinacheck.com
- Brendan Fowkes: (508) 406-5272 or brendan.fowkes@eclipsys.com
- Don Whitmore: (617) 273-2525 ext. 4 or dwhitmore@dewpartners.com

Symposium Presenters include:

Scott Beard - Director of Applied Solutions, Lean Six Sigma group

Tufts Medical Center in Boston, MA

Handling the Naysayers.

Dr. Edward Boudreau

Breakthrough Management Group International (BMGI)

Improving Hospital Throughput while Providing Better Care,

Improving Employee Morale and Physician Interaction.

David Ferrin - Principal

Principal of Kitchell Corporation FDI Simulation

Jeff Manon - President of Learning Curve Associates

Bruce Mast - President and Founder of BMA

Understanding and Applying Key Concepts of Lean / Six Sigma.

Zeev Neuwirth, MD - Vice President, Clinical Effectiveness and Innovation

Atrius Health

Integration & implementation of Toyota/LEAN analogous

approaches within Atrius Health's frontline primary care ambulatory services.

Doug Sabotin - Information Services Manager Systems Development & Support

Columbus Regional Hospital Ohio

Looking at process and procedural gaps prior to the early stages

of an I.T. system implementation.

Courtney Smith- Implementation team lead, Compass Project

Partners Healthcare

Applying Lean thinking to Health care and Project Management

1 PDU Webinar Presentation for early Registrants

Larry Leach - President

Advanced Projects.

Lean/Critical Chain Project Management: Projects in half the time, all the time.

Speaker Profiles

Scott Beaird

With over 15 years experience in project management and Six Sigma, Mr. Beaird has experience ushering “naysayer’s” through positive change. Dealing effectively with “naysayer’s” is the foundation and necessary component of sustainable improvement. Throughout his career he has worked with a broad range of companies – from non-profit social service organizations to Fortune 500 companies - implementing organizational and process improvements.

Mr. Beaird is the Director of Applied Solutions, the Lean Six Sigma group at Tufts Medical Center in Boston, MA. He holds a Master’s Certificate in HR Management from Villanova University and a Bachelors of Business Administration from Mississippi State University.

Dr. Edward Boudreau

Dr. Edward Boudreau is as unique and well-rounded as any business leader can be in the health care arena. He began his career more than 30 years ago as a US Army physician, and then practiced in a number of different hospitals, most recently St. Ann’s Hospital in Columbus, Ohio. Dr. Boudreau has also served on the executive staff of the Mount Carmel Health System, and as President of a 40 physician emergency medicine practice.

To complement his skills and drive improvement everywhere from the ED to the back office, Dr. Boudreau also became a Six Sigma Black Belt as part of Mount Carmel’s benchmark Six Sigma implementation. When not working with BMGI clients, Dr. Boudreau continues to actively practice medicine by serving in St. Ann’s Emergency Department. Keeping his clinical skills current enables him to provide a unique perspective and remarkable credibility when coaching BMGI’s health care clients through their Performance Excellence implementations.

Dr. Boudreau became a Doctor of Osteopathy at the College of Osteopathic Medicine at Michigan State University. After completing his internship at Doctors Hospital in Columbus, he served in the US Army as a Captain and General Medical Officer. He is a Diplomat of the American Board of Emergency Medicine and a Fellow of the American College of Emergency Physicians.

David Ferrin,

Having unique, high-quality experiences as an operations management professional over twenty years, David’s background spans the continuum of healthcare operations as well as other industries including the communications, commercial products, financial services, insurance, securities, banking and government industries. Currently the principal of Kitchell Corporation, FDI Simulation; David specializes in the identification, evaluation, and implementation of process/systems improvements.

David is recognized for his work and international leadership in the simulation community serving on national/international boards in simulation and engineering professional societies.

Jeff Manon president of Learning Curve Associates & **Bruce Mast** President and Founder of BMA.

Jeff Manon

Over the past 29 years, Mr. Manon has held many senior management positions such as, Project Manager, Manager of Program Management, Manager of Business Development, Manager Advanced Operations, Sr. Manager of Engineering, and Sr. Manager of Test Engineering and Quality. Throughout his career he has negotiated program statements of work, program status and targets and pricing. Mr. Manon is presently president of Learning Curve Associates, a project management training and consulting company. He is a veteran of the U.S. Air Force, a member of the Project Management Institute, the Automotive Industry Action Group and the Engineering Society of Detroit. He holds an AAS in Mechanical Engineering and a Bachelors degree in Business from the University of Toledo.

Bruce Mast

Bruce Mast is the President and Founder of BMA, a firm that has become well known for helping individuals and organizations who are stuck and/or at a juncture point find a productive way forward. This is accomplished through initiatives like Organizational Design, Leadership Development, Executive Coaching, and Strategic Search.

Much of Bruce's work is based on proprietary intellectual property unique to the industry, including Leadership On The Line® and Leadership In The Middlesm, BMA's innovative, leadership development processes which continue to have a profound impact on both individuals and organizations. Bruce holds a Master's Degree in Peace Studies (Applied Ethics) from the Associated Mennonite Biblical Seminaries, a BA in Social Science, summa cum laude, from Bethel College, and has done Advanced Academic Studies in Counseling.

Zeev Neuwirth, MD

At Atrius Health, Dr. Zeev Neuwirth was appointed Vice President of Clinical Effectiveness & Innovation in January 2007. His responsibilities include clinical workflow improvement and redesign, physician retention, and leading efforts to create an ideal patient care experience at all of Atrius Health's medical groups. Previously, he was Chief of Internal Medicine at Harvard Vanguard Medical Associates' Kenmore practice. Dr. Neuwirth has been a practicing physician for nearly 18 years. The focus of his academic work has been in the area of patient-physician communication, health care team building and process improvement.

Doug Sabotin

Currently the Information Services Manager Systems Development and Support at Columbus Regional Hospital in Ohio, Doug has provided many presentations on the topic of using Lean Six Sigma including presentations for national HIMSS events. These presentations have focused on the need to look at the process and procedural gaps ideally prior to but at the least in the early stages of an I.T. system implementation. Specifically, there will be a discussion of the needed collaboration between Lean Six Sigma (DMAIC: Define, Measure, Analyze, Improve, Control) and I.T. methods.

Courtney Smith

Courtney has worked at Partners Healthcare for over a year as an implementation team lead for the Compass Project, an enterprise-wide initiative to implement a single set of patient administrative systems and revenue cycle processes across the Partners HealthCare System. Courtney began her career at GE in 1998 joining the financial management program and has worked in corporate finance and risk at GE Capital in various business units. Prior to joining Partners Healthcare, Courtney spent one year at Goldman Sachs and 2 ½ years at GE Healthcare Performance Solutions. While at Performance Solutions, Courtney worked on consulting engagements and gained considerable experience leading large projects and implementing Lean practices in Hospitals. Courtney led projects including training Lean leaders, and implementing Lean for revenue cycle at a large imaging center in the Northwest. The Kaizens added over \$400K to the bottom line through avoiding denials and eliminated over 2,500 hours of non-value added staff time. In addition, Courtney led a project as to optimize workflow using electronic medical records (EMR) at three physicians' offices.

Courtney currently lives in Salem, MA and has a BS in Business from the University of Connecticut and a Masters in Healthcare Finance and Management from New York University and is a certified Lean Leader and Black Belt.

Larry Leach

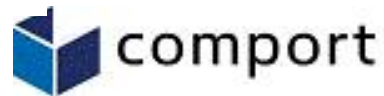
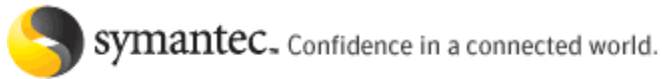
Dedicating himself to help clients improve their work processes and management systems, Larry founded Advanced Projects Inc. Previously, he was a vice president in several Fortune 500 companies, managing projects up to \$1 billion dollars. His 30-plus years of experience as a project manager involve varied projects that include software development, research and development and construction. Leach has a master's degree in business management from the University of Idaho (USA) and a master's in mechanical engineering from the University of Connecticut (USA). He is certified in the Theory of Constraints as a Jonah's Jonah, and the leading expert on Critical Chain Project Management (CCPM). He is a member of PMI and has published many papers on related topics including articles in PM Network and in Project Management Journal. Larry is a facilitator for the University of Phoenix, an instructor for PMI Seminars, and a certified Project Management Professional (PMP).

Agenda

Time	Session	Topic	Room
8:00 am – 8:30 am	Registration and Breakfast	Sponsor Displays Open	Ball Room
8:30 am – 8:45 am	Opening Remarks and Orientation		Ball Room
9:00 am – 9:50 am	Session 1A: Courtney Smith, Partners	Project Management LSS (Lean Six Sigma) from an organization perspective.	551
9:50 am – 10:05 am	Break	Sponsor Displays Open	Ball Room
10:05 am – 10:55 am	Session 2A: Dr. Edward Boudreau, BMGI	Improving Hospital Throughput while Providing Better Care, Improving Employee Morale and Physician Interaction.	552
	Session 2B: Doug Sabotin, Columbus Regional Hospital Ohio.	Looking at process & procedural gaps in the early stages of an I.T. system implementation	552
10:55 am – 11:10 am	Break	Sponsor Displays Open	Ball Room
11:10 am – 12:00 pm	Session 3A: Scott Beard, Tufts Medical Center	Handling the Naysayer's	551
	Session 3B: Jeff Manon – President, Learning Curve Associates Bruce Mast - President & Founder of BMA	Understanding and Applying Key Concepts of Lean / Six Sigma.	552
12:00 pm – 1:00 pm	Luncheon		Ball Room
	Session 4: David Ferrin, Kitchell Corporation FDI Simulation	Lean Six Sigma Simulation	Ball Room
1:00 pm – 1:50 pm	Session 5: Zeev Neuwirth, MD – Atrius Health	Integration & implementation of Toyota/LEAN analogous approaches within Atrius Health's frontline primary care ambulatory services.	551
1:50 pm – 2:05 pm	Break	Sponsor Displays Open	Ball Room
2:05 pm – 3:15 pm	Session 6: Panel Roundtable Discussion	Moderators, Speakers and Audience enabled to ask questions	Ball Room
3:15 pm – 3:30 pm	Concluding Remarks		Ball Room
3:30 pm – 4:30 pm	Networking period	Sponsor Displays Open	Ball Room

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Directions & Parking

Rhode Island Convention Center, Providence, RI

Tel: 401-458-6000 • Fax: 401-458-6500 • One Sabin Street, Providence, RI 02903-1814

http://www.riconvention.com/directions/ricc_directions.html

Parking will be validated for the Convention Center Parking Garage Only.

From the North:

Interstate 95 South to Exit 22A. Follow the signs towards Downtown/Convention Center. Go through the first light in the right hand lane. Take your first right after the light. Take the next right onto Exchange Street. After the next light, bear right between the Hotel and the Convention Center to the North Garage.

From the South:

Interstate 95 North to Exit 22A. Follow the signs towards Downtown/Convention Center. At the light, turn right onto Francis Street. At the next light, go right onto Sabin Street. Bear right between the Hotel and the Convention Center to the North Garage.

From the East:

Take 195 West. Merge onto 95 North to Exit 22A. Follow the signs towards Downtown/Convention Center. At the light, turn right onto Francis Street. At the next light, go right onto Sabin Street. Bear right between the Hotel and the Convention Center to the North Garage.

From the West:

Take Route 6 East to the "Route 6 East and I-195 South" on ramp. Take a right and stay to the right following the signs to Providence and Route 6 East (you will use part of the I-195 on-ramp to get onto Route 6 East). Stay on Route 6 East to the end (sign will read "6 East to 10 North") and stay to the left. Continue to the Dean Street Exit. Once on the exit ramp, stay to the left so that you will be on the left side of the island when you reach the light. Turn left onto Dean Street (4 lane road). Then immediately take your first right onto West Exchange Street to the Convention Center Garage.