



The Connecticut Center for Advanced Technology, Inc.

Connecticut Quality Council's

2011

Connecticut Quality Symposium

CT's
Premier
Quality Event

Keynote Speakers



Quality for All

**John Watson - Director Operational Effectiveness
Cigna Corporation**



Using Lean Thinking to Meet the Challenges of Healthcare Reform

**Jennifer Schneider - Vice President Lean & Continuous Improvement
Saint Francis Hospital & Medical Center**



Discoveries Along the Way

**Kenneth Dean - Director of Quality Systems
Nestle' Purina
Malcolm Baldrige National Quality Award Winner**

Platinum Sponsor



Gold Sponsor



Silver Sponsors



Bronze Sponsors



CIGNA



QUALIDIGM®



Highlights

- ◆ Expert Speakers
- ◆ A Wide Range of Topics
- ◆ Multiple Session Options
- ◆ Peer Networking Opportunities
- ◆ Catered Luncheon

www.ccat.us/cqc
Phone: 860-282-4299

Date: June 15, 2011 Hours: 7:30-3:45
Venue: Central Connecticut State University
ITBD
185 Main St.
New Britain, CT



SYMPOSIUM AGENDA - JUNE 15, 2011

7:30-8:00a.m. Registration / Continental Breakfast

8:00-8:10 a.m. Welcome and Opening Remarks

8:10-8:45 a.m. Opening Keynote

Quality for All
Mr. John Watson
Director Operating Effectiveness
Cigna Corporation

8:45-9:00 a.m. Break

9:00-10:00 a.m. Morning Keynote

Using Lean Thinking to Meet the Challenges of Healthcare Reform
Ms. Jennifer Schneider
Vice President Lean & Continuous Improvement
Saint Francis Hospital & Medical Center

10:00-10:15 a.m. Break / Refreshments / Networking

10:15-11:15 a.m. Breakout Session A

Can Lean be Applied to Government?
Mr. Harry Kenworthy- Principal & Manager
Quality & Productivity Improvement Center
Ms. Marta Nichols CitiStat Director
City of Springfield, MA

10:15-11:15 a.m. Breakout Session B

The Art of Leading: 3 Strategies for Optimum Productivity and Accountability
Wally Hauck PhD
Author, Lecturer

10:15-11:15 a.m. Breakout Session C

X Marks the Spot – Or Leveraging the X-Matrix in Hoshin Planning
Kay Kendall
National Director American Society for Quality
Board Chair MassExcellence
Principal - BaldrigeCoach

11:15 - 11:30 Individual networking

11:30-12:30 p.m. Pre-Luncheon Keynote

Discoveries Along the Way
Mr. Kenneth Dean
Director of Quality Systems
Nestle Purina
Malcolm Baldrige National Quality Award Winner

12:30-1:30p.m. Lunch (Free for Symposium registrants)

1:30-2:30 p.m. Breakout Session A

The Adoption of Lean Management and the Outsourcing Decision: An Empirical Study
Dr. Edward Arnheiter
Director MBA Program
Quinnipiac University

1:30-2:30 p.m. Breakout Session B

Taking Preventative Actions & Avoiding Perils
Mr. John Kravontka
President
Fuss & O'Neill Manufacturing Solutions

1:30-2:30 p.m. Breakout Session C

Patient-Centered Medical Home Project
Thomas Meehan MD, MPH, FACP
Chief Medical Officer
Qualidigm

2:30-2:45 p.m. Break/Networking

2:45-3:45 p.m. Breakout Session A

Design for Growth: A Blueprint for Operational Excellence in Any Business
Mr. Kevin Duggan - Author
Founder - Institute for Operational Excellence

2:45-3:45 p.m. Breakout Session B

Lean In Our Experience
Mr. Doug Eccleston, Ms. Karla Piccolo, Zygo Corp
Ms. Fran Poirier, Mr. Andrew Martin Specialty Printing, Mr. Fred Shamburg, Leanovations

2:45-3:45 p.m. Breakout Session C

Improving the Patient Experience Using Lean
Patricia Kramer, RN, BSN, MM, CPHQ
Murli Associates



Regardless of your industry, your company size or where you are on your quality journey, the Quality Symposium has something for you!

Keynote: Quality for All

Mr. John Watson
Director Operating Effectiveness
Cigna

The 'science' of quality has evolved and changed over time, across disciplines, and between industries. Are there hidden opportunities in our current work settings for faster evolutionary - and perhaps revolutionary - approaches to quality? What are the barriers that we might remove to help make that happen? Examining some current examples of process improvement and change management programs may give us answers to those questions.

Keynote: Using Lean Thinking to Meet the Challenges of Healthcare Reform

Ms. Jennifer Schneider
Vice President Lean & Continuous Improvement
Saint Francis Hospital

Healthcare reform has presented many new challenges to healthcare providers, payers, consumers, employers and others. Saint Francis has been utilizing the Lean philosophy and tools to improve processes and reduce waste within its own system. More recently, Saint Francis has begun to apply this same methodology to achieve its strategic objectives including transforming the process of care at its family practice and adult clinics to achieve Patient-Centered Medical Home recognition. As Saint Francis is in the process of designing a collaborative model of care through the creation of an Accountable Care Organization, the incorporation of Lean thinking will be critical to both the design of the structure and the supporting processes. Achieving care coordination, accountability for outcomes, improved efficiencies and the highest quality care for our patients and the community are the key tenets of this new model. **This session will focus on how the Lean philosophy is essential in engaging key stakeholders across the value stream to ensure the achievement of these goals while not losing focus on the patient.**

Keynote: Discoveries Along the Way

Mr. Kenneth Dean
Director of Quality Systems
Nestle Purina
Winner - Malcolm Baldrige National Quality Award

Only a select few organizations have been able to reach the point where they qualified to win the Malcolm Baldrige National Quality Award. Join us for an enlightening talk delivered by one of the nation's newest winners. You will hear about the key improvements that were made along the way. Plus gain new insights about leadership, strategic planning, performance management practices employee engagement and more.

Can Lean be Applied to Government?

Mr. Harry Kenworthy- Principal & Manager
Quality & Productivity Improvement Center
Ms. Marta Nichols CitiStat Director
City of Springfield, MA

With the severe budgetary crisis facing all levels of Government over the last several years, it's imperative that the approach for dealing with controlling/reducing costs and improving service/capacity in Government moves in new direction – Lean. This session will cover the transition of Lean from the Manufacturing World to the World of Government. We will cover the key elements that help this paradigm shift to take place Government examples will be covered where Lean has been successful at the Federal, State, and Local levels.

X Marks the Spot – Leveraging the X-Matrix in Hoshin Planning

Kay Kendall
National Director American Society for Quality Board
Principal - BaldrigeCoach

Hoshin Planning, or goal deployment, is a powerful method for focusing an entire organization on the most critical objectives to be accomplished. The X-Matrix is a tool that breaks down high level goals into key actions with quantifiable results. Come to this session to learn how to use this tool in your own organization to break down the barriers to achieving significant results.

The Patient-Centered Medical Home Project

Thomas Meehan MD, MPH, FACP
Chief Medical Officer - Qualidigm

The patient-centered medical home (PCMH) is a location where patients can obtain their primary, preventive, and acute medical services at the same location and through the same physician. When they need inpatient or specialty care, the primary care physician's care team coordinates it and works to stamp out unnecessary duplication of tests and services. The medical home physician uses decision-support tools created through evidence-based medicine protocols, quantitative indicators of quality, health information technology, and feedback on physician performance.

As part of a grant from the Physicians Foundation to Qualidigm, the Connecticut State Medical Society, and the CSMS-IPA, Qualidigm is assisting 25 Connecticut primary care physician practices to achieve National Committee for Quality Assurance (NCQA) recognition as a PCMH. Hear Qualidigm discuss their approach, findings and lessons learned from the program.

Improving the Patient Experience Using Lean

Patricia Kramer, RN, BSN, MM, CPHQ
Murl Associates

Healthcare has been using Lean tools such as 5S and mistake-proofing to improve organization for some time. However, most healthcare organizations have not moved past the basic tool level to consider how Lean can be used as a management system to reach their strategic goals. By learning to see from the perspective of the patient, this session will focus on how Lean can be used to improve the patient experience and coordination of care, two important goals in the changing healthcare environment.

The Adoption of Lean Management and the Outsourcing Decision: An Empirical Study

Dr. Edward Arnheiter - Director MBA Program
Quinnipiac University

Join us for a fascinating discussion examining the relationship between outsourcing and lean management. We will look at whether or not **companies that adopt lean management practices outsource as extensively as those who don't?** . In other words, does lean management help companies keep jobs in-house? Data will be presented, based on a survey of U.S. organizations, that sheds some light on this question.

Taking Preventative Actions & Avoiding Perils

Mr. John Kravontka
President - Fuss & O'Neill Manufacturing Solutions

Preventive Maintenance (PM) sounds easy and very simple. But PM, if deferred, ignored or performed incorrectly, will lead to severe quality issues and catastrophic failure of equipment. A typical failure results in a 10X cost as compared to performing the PM. The world news is full of articles supporting this, such as; oil leaks in the Gulf of Mexico, explosions in chemical plants and refineries, OSHA fines, food product recalls for salmonella or contamination, etc

The Art of Leading: 3 Strategies for Optimum Productivity and Accountability

Wally Hauck PhD
Author, Lecturer

Are you constantly feeling stressed because you have to do more with less but you just don't have any more time? Are you or your employees near burnout because you must find a way to squeeze more work into the day? Help is here. In this interactive seminar our expert will show you proven techniques for enrolling the full cooperation and engagement from everyone in the organization. We will also share how to create a high level of accountability to avoid wasted time and effort with all employees and even with the boss. In this step-by-step 60-minute presentation, you will learn:

- The 3 principled strategies that any manager can implement immediately in their teams
- A quantum leap leadership model that helps any manager to achieve higher quality results with their team
- Tools and checklists to create the proper environment for optimum communication between individuals and the organizational system

Design for Growth: A Blueprint for Operational Excellence in Any Business

Mr. Kevin Duggan Author
Founder - Institute for Operational Excellence

Companies are learning the latest insights to growing in a down economy. The solution for many is Operational Excellence. Learn how companies achieve Operational Excellence not just for efficiency but for business growth. This innovative session will provide the knowledge needed for companies to jump start on the right path to achieve Operational Excellence in a short amount of time.

Key points include:

The nine tough questions that enable Operational Excellence

Achieving Operational Excellence does not rely solely on good leadership, but rather a step-by-step methodology

Companies who achieve Operational Excellence take market share from their competitors and grow their business

Operational Excellence will create a business that is designed to grow

Lean In Our Experience

Mr. Doug Eccleston, Ms. Karla Piccolo, Zygo Corp
Ms. Fran Poirier, Mr. Andrew Martin Specialty Printing
Mr. Fred Shamburg, Leanovations

This session will not be your traditional Lean presentation; join Fred Shamburg, National Shingo Prize Examiner and Doug Eccleston, Senior V.P. Worldwide Operations, and Karla Piccolo Lean Leader Zygo Corporations; along with Fran Poirier V.P. Operations/Family Owner, and Andrew Martin Quality Manager/Lean Leader Specialty Printing for a very interactive session on Lean. They will share the journey they are on, the bumps along the way and how truly engaging the employees have had positive impacts on the companies "People, Processes, Products, Planet and Profits". This session will encourage you to go back to your own organization and apply Lean and Innovations in a way you have not considered before.

2011 Connecticut Quality Symposium Registration Form

One form per person –Includes three keynotes plus breakout sessions (One per time slot)

8:00-8:45 Opening Keynote: Quality for All

9:00-10:00 Morning Keynote: Using Lean Thinking to Meet the Challenges of Healthcare Reform

	Breakout Sessions A	Breakout Sessions B	Breakout Sessions C
10:15-11:15	<input type="checkbox"/> Can Lean be Applied to Government?	<input type="checkbox"/> The Art of Leading: 3 Strategies for Optimum Productivity and Accountability	<input type="checkbox"/> X Marks the Spot – Or Leveraging the X-Matrix in Hoshin Planning

11:30-12:30 Late Morning Keynote: Discoveries Along the Way

12:30-1:30 Catered Luncheon

	Breakout Sessions A	Breakout Sessions B	Breakout Sessions C
1:30-2:30	<input type="checkbox"/> The Adoption of Lean Management and the Outsourcing Decision: An Empirical Study	<input type="checkbox"/> Taking Preventative Actions & Avoiding Perils	<input type="checkbox"/> The Patient-Centered Medical Home Project
2:45-3:45	<input type="checkbox"/> Design for Growth: A Blueprint for Operational Excellence in Any Business	<input type="checkbox"/> Lean In Our Experience	<input type="checkbox"/> Improving the Patient Experience Using Lean

Non Member Organizations
 Your Registration Includes
1 Yr of CQC Membership

Send 2
Third Person Attends
FREE
Code: attendee3

Please fill in all of the information below

Name _____

Title _____

Company _____

Address _____ Mail Stop _____

City _____ State _____ Zip _____

Telephone _____ Fax _____

Individual E-mail Address (For Confirmation) _____

Method of payment:

Credit Card: **Amex** **Visa** **MasterCard** (circle one)

Credit Card Number _____ Exp Date _____

Printed Name & Authorized Signature _____

\$295 per person CQC Members

\$395 per person Non Members

A&D Firms Ask Us About Advance Grant Funds for This Event

 Cancellation Policy:

Registrants who do not cancel more than 10 days prior to the program date are liable for the full event fee

Address for Registrations:
Connecticut Center for Advanced Technology Inc. Attn: CQC
222 Pitkin St Suite 101
East Hartford, CT 06108

Phone: 860-282-4299

Fax: 860-831-1078

Web Reg: etouches.com/cqc2011conf

E-mail: emarinko@ccat.us