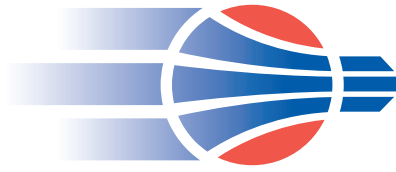


CCHSE CONFERENCE
MARCH 16-17, 2009
THE WESTIN EDMONTON



**EFFECTIVE
HEALTH
LEADERSHIP**

APPLYING
LEAN SYSTEMS
THINKING

A D V A N C E P R O G R A M

*Presented by the Northern Alberta Chapter with support
from the Southern Alberta and Midnight Sun Chapters*



Canadian College of
Health Service Executives
Collège canadien des
directeurs de services de santé

With support from

Alberta
Government



EFFECTIVE HEALTH LEADERSHIP

APPLYING LEAN SYSTEMS THINKING

Join your colleagues to learn about Lean Systems Thinking and how to apply Lean techniques in your workplace. You'll learn to improve efficiency and service delivery by eliminating complexity, waste and variability in care delivery processes.

Lean Systems Thinking has revolutionized health care delivery and increased patient satisfaction as it makes its way through health systems around the world. Learn why and how it has had such a dramatic effect on the quality of patient care.

You will hear from the experts about:

- Lean—what it is and what it isn't
- The value of applying Lean to health care delivery process improvements as well as organizational transformations
- Lean productivity tools, principles of Lean and the seven forms of waste
- Economics of Lean
- Lean and leadership
- The impact of Lean on health human resources.

You will learn about real Canadian examples of Lean initiatives, gain an understanding of what works and what doesn't, and hear about lessons learned.

You can also attend a half-day pre-conference workshop, Lean 101, an important hands-on session if you're just learning about Lean techniques.

CONFERENCE HOST

The Northern Alberta Chapter of the Canadian Council of Health Service Executives is proud to host this event, with support from the Southern Alberta and Midnight Sun chapters.

FOR MORE INFORMATION

CCHSE Conference Secretariat

BUKSA Conference Management and Program Development

307, 10328 - 81 Avenue, Edmonton AB T6E 1X2

T: 780.436.0983, ext. 226

F: 780.437.5984

E: cchse@buksa.com

www.buksa.com

WHO WILL ATTEND?

This conference will be of interest to anyone who has the responsibility for organizational transformation and implementing or overseeing the implementation of productivity improvement initiatives in their workplace.

Plan to attend if you are a:

- Senior manager or governor of a health care organization
- Manager or director who will implement productivity improvement initiatives in the workplace
- Policy maker
- Health service planner
- Productivity improvement specialist
- Physician, nurse, pharmacist, dietitian, rehabilitation or other health professional, or health human resource personnel

CONFERENCE LEARNING OBJECTIVES

After attending this event, delegates will be able to:

- Provide an introduction to Lean Systems Thinking/Process Improvement
- Present a compelling rationale to implement Lean/Process Improvement
- Profile best practice in Lean/management techniques
- Explain the economics of Lean Systems Thinking
- Incorporate requisite culture and leadership for successful Lean initiatives into their work environment
- Be a catalyst for action and assist in the paradigm shift to change mindsets to achieve superior clinical quality

MAINTENANCE OF CERTIFICATION (MOC)

Attendance at this program entitles certified Canadian College of Health Service Executives members (CHE / FCCHSE) to 13.5 Category I credits toward their maintenance of certification requirement.



Canadian College of
Health Service Executives
Collège canadien des
directeurs de services de santé

Conference Planning Committee

Patricia McKendrick, Chair
Manager, Client Affairs,
Western Canada
Canadian Institute for
Health Information

Grace Bole-Campbell
Project Manager,
PIEM Strategy & Projects
ITTS – Clinical Transformation

John Knoch
Executive Director,
Clinical Support Services
Alberta Health Services –
David Thompson Health

Dianna Korol
Manager, Primary Community Care
Fort Smith Health & Social Services
Authority

Susan McKay
Senior Director,
Regional Nutrition and Food
Services
Alberta Health Services –
Edmonton Area

Anurag Pandey
Senior Director,
Strategic Manufacturing
Alberta Finance and Enterprise

Brenda Rebman
Partner, Executive Source Partners

Jerri Taylor
Director, Capital Planning
Capital Planning & Project
Development
Alberta Health Services –
David Thompson Health



ADVANCE PROGRAM

(This program may be subject to change.)



MONDAY, MARCH 16, 2009

PRE-CONFERENCE WORKSHOP: LEAN 101

8:30 – 11:30 am

Workshop Leaders:

Rick Owen, Process Improvement Consultant, Operation Planning and Integration, Alberta Health Services – Edmonton Area

Clif Skrypnyk, Industry Development Branch, Alberta Finance and Enterprise

Heard of Lean Systems Thinking but not totally sure how it is applied? This introductory hands-on workshop will give you a glimpse into the principles of Lean, the seven forms of waste, some of the tools used in applying Lean and the benefits that can be experienced. This workshop has been used successfully in industry and health care to help people really understand the power of the concepts involved in applying Lean Systems Thinking.

CORE CONFERENCE

Moderator:

Glen Roberts, Vice-President of Research and Development, Canadian Policy Research Network

11:00 am – 5:00 pm

Registration

12:00 noon – 1:00 pm

Lunch

1:00 – 1:15 pm

Welcome and conference opening

Patricia McKendrick, Chair, Conference Planning Committee

Charlotte Robb, Interim Chief Executive Officer, Alberta Health Services

Charlotte will introduce us to Lean Systems Productivity in Alberta's new health services environment, instilling in us the importance of pursuing productivity improvement in our newly restructured health system.

1:15 – 2:45 pm

Application of Lean Systems Thinking in Alberta's organizational transformation of health care

Saumya Sutaria, Principal, McKinsey & Company

Dr. Sutaria will address the value of Lean Systems Thinking in large-scale performance transformations of health care delivery systems and help us understand their benefits

with respect to improving clinical and financial efficiency and effectiveness. Finally, we will hear real life success stories of Lean Systems Improvement Processes in health care.

2:45 – 3:15 pm **Networking break and poster viewing**

3:15 – 4:30 pm **The role of senior leaders in driving strategic results**

Chip Caldwell, President, Chip Caldwell and Associates

Mr. Caldwell will focus on requisite strategic leadership, culture and change management for successful implementation of Lean Systems Thinking initiatives. He will talk about adopting the principles of Lean Management and leveraging a 'change culture' in the organization. He will also highlight creating a 'community' of Lean Systems Thinking while fostering a healthy environment. Finally, we will hear about what worked and what didn't in other health care environments.

5:00 – 6:00 pm **Networking reception and poster viewing**

6:00 – 7:30 pm **Dinner**

7:30 – 8:30 pm **Keynote Speaker**

John Toussaint, CEO, ThedaCare Centre for Healthcare Value

Mr. Toussaint will present a compelling rationale to implement Lean/Process Improvement. He will talk about the concept of Lean in the Canadian health care culture, what Lean is, what it isn't, and the value you get from Lean Systems Thinking. He will draw on quality improvement knowledge to articulate the transition/similarities/differences between a 'quality environment' and a 'lean environment.'



TUESDAY, MARCH 17, 2009

7:15 am – 3:00 pm **Registration**

7:15 – 8:15 am **Breakfast**

8:15 to 8:30 am **Opening remarks**

Linda Miller, Deputy Minister, Alberta Health and Wellness

Ms. Miller will encourage us to employ productivity improvement techniques as we work within the new health system framework.

8:30 – 10:00 am **Getting started with Lean**

Dan Florizone, Deputy Minister of Health, Government of Saskatchewan

From theory to practice. Mr. Florizone will talk about the practical application of Lean Systems Thinking. He will discuss the process to get started, what works and what doesn't. He will include information about the role/value of the client, employees and others in deploying Lean Productivity Improvement Processes. We will hear about the 'Saskatchewan experience' and what we might expect to see in our own health care environment as we implement Lean Productivity Processes.

continued

Tuesday, March 17, 2009 continued

10:00 – 10:30 am **Networking break and poster viewing**

10:30 – 11:45 am **Lean economics**

Carolyn Baker, President and Chief Executive Officer, St. Joseph's Health Centre
It's all about the bottom line. Ms. Baker will examine the 'business case' for Lean. She will introduce the concept of metrics in Lean, give us rationale for cost/benefit analysis and some practical examples of measuring the value of Lean. We will leave with knowledge and understanding of the Return on Investment in implementing Lean Productivity Improvement processes in our organization.

11:45 am – 1:00 pm **Lunch and poster viewing**

1:00 – 2:30 pm **Lean – Improvement in patient safety and service quality**

Peter O'Brien, Consultant, Kingston General Hospital

It's not just about the bottom line. It's about how Lean/Six Sigma becomes the cornerstone of performance, quality, risk management, safety and satisfaction in a hospital or health care environment. Mr. O'Brien will introduce us to Lean as a comprehensive set of tools to achieve significant improvement in patient safety and quality care. Lean Productivity Improvement can help us reduce risk and improve patient satisfaction.

Ward Flemons, Vice President, Alberta Health Services – Calgary Health
Dr. Flemons will give us examples of productivity improvement processes in the Alberta environment, drawing on quality and patient safety as the cornerstone for improvement.

2:30 – 3:00 pm **Networking break and poster viewing**

3:00 – 4:15 pm **Lean and the workforce – Health human resources**

Kevin Brodt, Consultant, Lean Innovations Inc.

After a brief video glimpse of what current processes are really like for staff who deliver health services, the focus will not be on whether staff are ready for change but if we as leaders are ready to support change on an ongoing basis so staff can fully focus on the patient. A great reality check and introduction to our moderated panel!

Dan Florizone, Carolyn Baker, Peter O'Brien, Ward Flemons

Our panel is prepared to discuss some challenging questions, including: What planning is required to ensure we are sustaining the momentum of Lean, rather than simply applying the tool to an isolated problem/issue? What do leaders need to do in order to personally learn and support Lean Systems Thinking? Is there research available on the economic analysis of Lean impact on the workforce in terms of recruitment, training and retention?

4:15 to 4:30 pm **Conference closing**

Glen Roberts will wrap up the conference with key points for conference delegates to take away.

To register and book your accommodation, please register on-line at www.buksa.com

The Effective Health Leadership Conference is hosted by Northern Alberta Chapter of the Canadian College for Health Service Executives, which is a GST exempt organization.

REGISTRATION & ACCOMMODATION

REGISTRATION FEES

All registration fees are listed in Canadian Dollars (CAD).

	<i>Early Bird Registration (Before and including Feb. 15)</i>	<i>Regular Registration (After Feb. 15)</i>
Member Registration	\$ 350.00	\$ 425.00
Non-member Registration	\$ 400.00	\$ 475.00
Pre-conference Workshop		\$ 100.00
Guest Banquet Ticket(s) (Member)		\$ 75.00
Guest Banquet Ticket(s) (Non-member)		\$ 100.00

REGISTRATION POLICIES

1. Registration fees must be paid in full before you can be admitted to the conference. If there is an outstanding balance on your account when you arrive at the conference, you will be asked for a credit card or cheque to settle your account.
2. All registration fees are listed in Canadian Dollars (CAD).
3. Invoices must be paid within 30 days of the date raised. After this period, invoices become "past due."
4. Advance registrations will be accepted until March 10, 2009. After March 10, 2009, registrations will only be accepted on site.
5. Notice of cancellation must be made in writing to the Conference Secretariat at cchse@buksa.com. A \$60 cancellation fee will apply for conference registrations cancelled until February 15, 2009. After this date, no refunds will be issued. No refunds will be issued for dinner tickets.
6. Substitutions may be made until March 10, 2009 by writing to the Conference Secretariat at cchse@buksa.com or on site.
7. Credit card payment must be made by VISA or MasterCard. Your statement will read "Buksa Assoc. (780) 436-0983 Edm."
8. Cheques must be made payable to "BUKSA Associates Inc." In the event of an NSF (non-sufficient funds) cheque, the individual or organization will be charged a \$20 (\$21 incl. 5% GST) service fee.
9. A confirmation notice detailing your registration and an invoice or receipt will be emailed to you within 10 working days of receipt of your completed registration form.

ACCOMMODATION THE WESTIN EDMONTON

10135 - 100 Street, Edmonton AB T5J 0N7

A room block and special rates have been secured at The Westin Edmonton for conference delegates. All guest room reservations at The Westin Edmonton must be made through the Conference Secretariat

Traditional King/Double	\$186
Deluxe King/Double	\$225

Note: Rates do not include the applicable taxes. If the room type requested is not available, the next available room type and applicable rate will be assigned. All guest rooms at The Westin Edmonton are non-smoking.

ACCOMMODATION POLICIES

1. A room block and special rates have been secured at The Westin Edmonton for conference delegates. All guest room reservations at The Westin Edmonton must be made through the Conference Secretariat.
2. Guest room reservations are made on a first-come, first-served basis, subject to availability.
3. Reservations must be received by February 13, 2009 and are based on availability. After this time, reservations will be subject to general availability at the prevailing corporate rate.
4. Reservations must be guaranteed with a major credit card. VISA, MasterCard or American Express will be accepted for this purpose.
5. Reservations may be cancelled up to 48 hours in advance of the check-in date without penalty.
6. Early departure fee of \$50 shall apply without advance notice at least 24 hours prior.
7. Conference rates are offered two days before and two days after the meeting dates of March 15, 2009 to March 17, 2009, subject to availability.
8. Overnight self-parking is subject to a daily charge of \$24 per vehicle. Valet parking is subject to a daily charge of \$26 per vehicle.
9. All room rates are subject to a 4% provincial tourism levy, 1% Destination Marketing Fee and the 5% Goods and Services Tax (GST).
10. Triple and quadruple accommodation is available at an additional cost of \$25 CAD per person, per day. The Westin Edmonton allows a maximum of four (4) adults per guest room. A cot is available at a one-time charge of \$25 subject to availability. Children under the age of 18 years, sharing a room with their parent/guardian(s) stay at no charge.
11. Check-in time is 3:00 pm. Check-out time is 12:00 pm. You may check in earlier depending on occupancy levels and availability of "ready" rooms.

SPONSORS

(as of December 15, 2008)

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