

**** SAVE THE DATE ****

Thursday, May 4, 2017: 1:00 – 8:00pm

CONFERENCE OBJECTIVES

This conference connects healthcare researchers and practitioners to actively discuss relevant challenges in healthcare operations that impact patient-centeredness. This helps all of us develop innovative, practical and sustainable solutions that improve the operations of healthcare organizations. This conference provides a venue for discussion between those working and researching healthcare delivery issues to share what works, what doesn't and why, and which areas need greater attention. The conference is meant to complement the POMS annual meeting (May 5-8, 2017) as it gives participants a chance to learn from practitioners and researchers and allows time for brainstorming new research ideas and approaches to improving the effectiveness of healthcare systems.

PANEL DISCUSSION: INNOVATION IN HEALTHCARE DESIGN AND DELIVERY

The changing landscape of healthcare funding and accountability drives heightened value and effective service design. Confirmed participants include **Diwakar Gupta, PhD**, director of the University of Minnesota Supply Chain & Operations Research Lab (SCORLAB) and Professor of Industrial & Systems Engineering; and **Linda LaGanga, PhD**, VP of Quality & Informatics at Mental Health Partners in Boulder, CO, representing providers' application of Operations Management and analytics to coordinated care design and delivery; and other healthcare scholars and executives.

ROUNDTABLE DISCUSSIONS

Discussions led by practitioners and process improvement experts in breakout groups will be held. Discussion leader(s) present operational challenges they face, and some solutions they have implemented. Researchers provide insights from the literature and suggest potential research designs. Topics related to measuring and predicting case management workload to create better staffing models, provider buy-in to streamline a safe and streamlined handoff process within a time- and resource-constrained environment, provider's views on patient safety culture related to event tracking for reporting non routine events and deviations from standardized processes, and others will be discussed. Confirmed participants include members from:

Mental Health Partners – Boulder
Cincinnati Children's Hospital Medical Center
Massachusetts General Hospital

Vanderbilt University Medical Center
University of Cincinnati Medical Center

RESEARCH IN PRACTICE PRESENTATIONS

American Red Cross Uses Analytics-based Methods to Improve Blood Collection Operations

Turgay Ayer, Can Zhang, Chenxi Zeng, Chelsea C. White III, V. Roshan Joseph
Georgia Institute of Technology
Zeynep Ozkaynak, Kevin Lee, Connie Jones,
Mary Deck
American Red Cross

Real-time Scheduling Algorithms for Infusion Outpatients

B. Daily, P.F. Dunn, I. Lennes, J. Stone, C. Zenteno
Massachusetts General Hospital

K. Ghobadi, R. Levi, A. Marshall, W. Rieb
Massachusetts Institute of Technology

College of Healthcare Operations (of POMS) – Conference Organizers

David Dobrzykowski, Ph.D. (VP Meetings) – ddobrzykowski@business.rutgers.edu, Craig Froehle, Ph.D. (VP of Outreach) – craig.froehle@uc.edu,
E. David Zepeda, Ph.D., (Secretary) – d.zepeda@northeastern.edu, Linda LaGanga, Ph.D. (President) – llaganga@mhpcolorado.org,

SYNAPSE:

Applied Healthcare Operations Management & Research Conference

Thursday, May 4, 2017: 1:00 – 8:00pm
at

Hyatt Regency, Bellevue, WA
Production & Operations Management
Society Conference Hotel

Organized By
College of Healthcare Operations
Management (CHOM)

www.poms.org



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Healthy Minds. Healthy Communities

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Carl H. Lindner
College of Business

D'Amore-McKim
School of Business
Northeastern University

Cincinnati Children's
Hospital Medical Center

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KEYNOTE PRESENTATION



Dr. Daniel Lessler, MD, MHA, FACP, is Chief Medical Officer for the Washington State Health Care Authority (HCA), which administers the state’s Medicaid program and Public Employees Benefits. Prior to joining the HCA in May 2013, Dr. Lessler was Professor of Medicine at the University of Washington School of Medicine and Senior Associate Medical Director at Harborview Medical Center in Seattle. A native of Connecticut, Dr. Lessler holds a Bachelor’s degree in Human Biology from Stanford University. He earned his medical degree at the Stanford University School of Medicine, and a Master’s in Health Administration from the University of Washington. Dr. Lessler completed his residency training in internal medicine at the University of California/San Francisco.

SCHEDULE OF ACTIVITIES

CHOM Mini-conference Schedule 2017			
Thursday, May 4, 2017, Hyatt Regency, Bellevue, WA			
Start	End	Duration	Activity
12:00 PM	1:00 PM	1:00	Registration
1:00 PM	1:10 PM	0:10	Welcome and Introductions
1:10 PM	2:10 PM	1:00	Panel: Innovation in Healthcare Design and Delivery
2:10 PM	2:25 PM	0:15	Break I
2:25 PM	2:30 PM	0:05	Introduce Roundtable leaders and topics
2:30 PM	2:55 PM	0:25	Roundtable Discussion I
2:55 PM	3:00 PM	0:05	Switch tables
3:00 PM	3:25 PM	0:25	Roundtable Discussion II
3:25 PM	3:40 PM	0:15	Break II
3:40 PM	4:25 PM	0:45	Research in Practice rapid talks
4:25 PM	4:45 PM	0:20	Break III
4:45 PM	5:45 PM	1:00	Keynote: Dr. Daniel Lessler, MD, MHA, FACP
5:45 PM	5:50 PM	0:05	CHOM Best Paper Competition Summary
5:50 PM	6:00 PM	0:10	Set-up
6:00 PM	8:00 PM	2:00	Joint Networking Event / Evening Social with other Colleges - hours d'oeuvres & drinks

MORE INFORMATION COMING SOON

The detailed agenda including registration information will be available soon. Please contact the College of Healthcare Operations (of POMS) Conference Organizers for questions regarding the Synapse conference.

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