**SAVE THE DATE**
Thursday, May 4, 2017: 1:00 – 8:00pm

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**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.

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**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.

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**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

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**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


Massachusetts Institute of Technology

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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
**SAVE THE DATE**

Thursday, May 4, 2017: 1:00 – 8:00pm

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**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)

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**CHOM Mini-conference Schedule 2017**

**Thursday, May 4, 2017, Hyatt Regency, Bellevue, WA**

<table>
<thead>
<tr>
<th>Start</th>
<th>End</th>
<th>Duration</th>
<th>Activity</th>
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<tbody>
<tr>
<td>12:00 PM</td>
<td>1:00 PM</td>
<td>1:00</td>
<td>Registration</td>
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<td>1:00 PM</td>
<td>1:10 PM</td>
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<td>Welcome and Introductions</td>
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<tr>
<td>1:10 PM</td>
<td>2:10 PM</td>
<td>1:00</td>
<td>Panel: Innovation in Healthcare Design and Delivery</td>
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<td>2:10 PM</td>
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<td>0:15</td>
<td>Break I</td>
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<td>2:25 PM</td>
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<td>Introduce Roundtable leaders and topics</td>
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<tr>
<td>2:30 PM</td>
<td>2:55 PM</td>
<td>0:25</td>
<td>Roundtable Discussion I</td>
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<td>Roundtable Discussion II</td>
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<td>Break II</td>
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<td>4:25 PM</td>
<td>0:45</td>
<td>Research in Practice rapid talks</td>
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<td>4:25 PM</td>
<td>4:45 PM</td>
<td>0:20</td>
<td>Break III</td>
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<tr>
<td>4:45 PM</td>
<td>5:45 PM</td>
<td>1:00</td>
<td>Keynote: Dr. Daniel Lessler, MD, MHA, FACP</td>
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<tr>
<td>5:45 PM</td>
<td>5:50 PM</td>
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<td>CHOM Best Paper Competition Summary</td>
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<td>5:50 PM</td>
<td>6:00 PM</td>
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<td>Set-up</td>
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<tr>
<td>6:00 PM</td>
<td>8:00 PM</td>
<td>2:00</td>
<td>Joint Networking Event / Evening Social with other Colleges - hours d’oeuvres &amp; drinks</td>
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**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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**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) – dzepeda@northeastern.edu, Linda LaGanga, Ph.D. (President) – llaganga@mhpcolorado.org,