

***** SAVE THE DATE *****

Thursday, May 5, 2016: 1:00 – 7:45pm

Synapse: Applied Healthcare Operations Management & Research Conference

Thursday, May 5, 2016: 1:00 – 7:45pm
at

Hilton Lake Buena Vista, Orlando, FL
Production & Operations Management
Society Conference Hotel

Organized By
College of Healthcare Operations
Management (CHOM)

www.poms.org



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FOR THE CONFERENCE**

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 to 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 6-9, 2016) 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: HOSPITALITY IN HEALTHCARE

The line separating hospitality and healthcare is increasingly blurred as hospitals improve the patient experience and hotels move into the retirement housing and elder-care business. This panel, comprised of experts from both industry and academia, will discuss the many lessons these two industries can learn from each other as well as what ideas still need to be discovered and improved. Confirmed participants include **Rohit Verma, PhD**, executive director of the Cornell Institute for Healthy Futures; **Paul Rosen, MD**, Clinical Director of Service and Operational Excellence at Nemours Hospitals; and **Todd Fisher**, Senior Manager, Talent Development at Hilton Worldwide.

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 for 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
Massachusetts General Hospital

Vanderbilt University Medical Center
University of Cincinnati Medical Center

SHOW CASE & RELEVANCE IN RESEARCH PRESENTATIONS

Improving Societal Outcomes in the Organ Donation Value Chain

Priyank Arora and Ravi Subramanian
Department of Operations Management
Scheller College of Business
Georgia Institute of Technology

College of Healthcare Operations (of POMS) – Conference Organizers

Relook: Reimagining Care Delivery in a Service-Oriented Emergency Department

Michael J. Ward, MD, MBA
Department of Emergency Medicine
Vanderbilt University School of Medicine
Department of Operations, Business Analytics &
Information Systems
Carl H. Lindner College of Business
University of Cincinnati

David Dobrzykowski, Ph.D. (VP Meetings) – ddobrzykowski@business.rutgers.edu, Craig Froehl, Ph.D. (VP of Outreach) – FROEHL@UCMAIL.UC.EDU,
David Zepeda, Ph.D., (Secretary) – d.zepeda@neu.edu, Linda Laganga, Ph.D. (President) – llaganga@mhpcolorado.org,

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KEYNOTE PRESENTATION: DO OPERATIONS AND EMPATHY MIX?



Osmel "Ozzie" Delgado, PharmD, MBA, FASHP, is currently the Chief Operating Officer at Cleveland Clinic Florida. In this role, Ozzie provides leadership to ensure smooth and efficient operations that produce high quality, economical health care services for patients.



Rene Zipper, MBA, has been with Press Ganey and Associates since 2009, as the Vice President of Mid-Market. Press Ganey and Associates (<http://www.pressganey.com/>) helps organizations design, implement and sustain patient experience strategies to reduce patient suffering, engage stakeholders and improve the safety, quality and delivery of care.

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SCHEDULE OF ACTIVITIES

CHOM Mini-Conference Schedule 2016			
Tursday, May 5, 2016, Hilton Orlando Lake Buena Vista			
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: The intersection of healthcare delivery and hospitality management!
2:10 PM	2:25 PM	0:15	Break I
2:25 PM	2:30 PM	0:05	Introduction of 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	4:10 PM	0:30	Showcase Presentation
4:10 PM	4:40 PM	0:30	Relevance in Research Presentation
4:40 PM	4:55 PM	0:15	Break III
4:55 PM	5:40 PM	0:45	Keynote – Do Operations and Empathy Mix? Cleveland Clinic and Press Ganey
5:40 PM	5:50 PM	0:10	CHOM Best Paper Competition Summary - Sarang Deo, Ph.D., VP of Awards
5:50 PM	6:15 PM	0:25	Set-up
6:15 PM	7:45 PM	1:30	Networking / Evening Social - 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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