

8TH ANNUAL HILNNY CONFERENCE

Building Resilience and Promoting Recovery through Lean

OCT. 21 – 22, 2021 | FULLY VIRTUAL

After 18 months of managing the pandemic, how is your organization preparing to emerge from COVID-19? Our 8th Annual Healthcare Innovation and Lean Network of New York Conference will showcase innovative tools and initiatives implemented by your colleagues and industry experts across the state.

Lean thinking and innovation helped organizations manage through the COVID-19 pandemic. Now the emphasis is looking towards the future — recovery, building organizational resiliency and improving workforce engagement.

This year's virtual HILNNY conference will explore how Lean and innovation can be used to build resilience and create a “new normal” for clinical operations, providing practical information to help your facility recover.

Conference Objectives

- Detail how Lean practices can shape clinical operations to provide positive staff engagement, patient outcomes and build resiliency.
- Examine how implementation of leader standard work can improve employee engagement and reduce burnout in physicians and nurses.
- Discover how various Lean tools promote resiliency and sustain high levels of quality, patient safety, satisfaction and morale.
- Explore the use of modeling and simulation to improve healthcare outcomes, save time and better meet patients' needs.
- Review the use of continuous improvement methods in shifting staff mindsets from scientific problem solving to one of improving patient and organizational outcomes.
- Demonstrate how Lean interventions can support the multidisciplinary team to promote patient outcomes and staff safety.

Registration

\$100 per person

Cancellations should be made in writing to learning@hanys.org by **Oct. 19** and are subject to a \$25 administrative charge. Registration fees will be forfeited for participants who cancel after Oct. 19 or fail to participate.

Agenda Day 1 | Thursday, Oct. 21

12:15 - 12:30 p.m.

Log-in and networking

12:30 - 12:45 p.m.

Welcome

Courtney Burke, Chief Operating and Innovation Officer, HANYS

12:45 - 1 p.m.

GENERAL SESSION

HILNNY leadership update

Robert Gollhofer, DBA, Chief Operating Officer, General Physician, PC

John Lanphere, MBA, Senior Director, Operational Excellence and Associate Professor of Health Sciences, University of Rochester Medical Center and Strong Memorial Hospital

Srikanth Poranki, PhD, Manager, Performance Excellence and Innovation, St. Joseph's Health

Donald Wiesenforth, MBA, Director, Center for Innovation, Albany Medical Center

Lucy Xenophon, MD, MPH, Chief Transformation Officer, Mount Sinai Morningside

1 - 2 p.m.

PANEL DISCUSSION

Strengthen nurse staffing resilience with continuous improvement processes

2 - 2:15 p.m. Break

2:15 – 3 p.m. Breakout sessions

BREAKOUT 1

Refreshing our space to recover our joy in work

Shelcy Kamrud, MBA, Manager, Process Improvement, Mount Sinai Morningside

Kim Keller, Senior Manager, Process Improvement, Mount Sinai Morningside

BREAKOUT 2

Using a daily critical care huddle to improve situational awareness of the interdisciplinary team

Michele Baker, MS, RN, CNL, NEA-BC, CCRN-K, Senior Nurse Manager, Adult Critical Care, UR Medicine-Strong Memorial Hospital

David Lent, DNP, MS, RN, CNL, NEA-BC, CCRN-K, PCCN-K, Outcomes Manager, Adult Critical Care, UR Medicine-Strong Memorial Hospital

E. Kate Valcin, MSN, RN, NEA-BC, CNL, CCRN, Director, Adult Critical Care, UR Medicine-Strong Memorial Hospital

BREAKOUT 3

Promoting resilience in residency training

Mahmoud Aldyab, MD, Chief Resident, Albany Medical Center

Mohammed Al-Mashraie, PhD, Senior Innovation Specialist, Albany Medical Center

James Desemone, MD, FACP, CPE, Professor, Medicine, Diabetes, Endocrinology and Metabolism; Quality and Patient Safety Officer for Graduate Medical Education; Director, Quality, Department of Medicine, Albany Medical College

Omar Tageldin, MD, MBBCh, Fellow, Gastroenterology and Hepatology, Albany Medical Center

3 - 3:15 p.m. Break

3:15 - 4 p.m. Breakout sessions

BREAKOUT 4

Resilience and recovery: Leader rounding at Mount Sinai Beth Israel

Diana Grillo, Patient Experience Coach, Mount Sinai Beth Israel

Nicole Porto, Associate Director, Patient Experience and Engagement, Mount Sinai Downtown

Shria Raghunathan, MHA, Process Improvement Facilitator, Health System Operations, Mount Sinai Health System

BREAKOUT 5

Discrete event simulation to revamp a procedural suite

Mohammed Al-Mashraie, PhD, Senior Innovation Specialist, Center for Innovation, Albany Medical Center

BREAKOUT 6

Nuanced insights about emotional exhaustion and COVID-19 from 250K healthcare voices

Allan Frankel, MD, Chief Executive Officer, Safe & Reliable Care

Agenda Day 2 | Friday, Oct. 22

9 - 9:15 a.m.

Log-in and networking

9:15 - 10:15 a.m.

Concurrent sessions

NOVICE TRACK

Foundations of A3 problem solving

Christopher Chang, MS, Clinical Systems Engineer, NewYork-Presbyterian Hospital

Nicholas Fodera, ME, Clinical Systems Engineer, NewYork-Presbyterian Hospital

ADVANCED TRACK

Introduction to simulation modeling and analysis in healthcare process improvement

Sang Won Yoon, PhD, Professor, Systems Science and Industrial Engineering, Thomas J. Watson College of Engineering and Applied Science, State University of New York at Binghamton

10:15 - 10:30 a.m. Break

10:30 - 11:15 a.m.

Breakout sessions

BREAKOUT 7

Psychiatry and ED partnership for better, improved safety

Steven Corey, RN, MS, Associate Vice President, Emergency Services, Trauma and Mental Health, Albany Medical Center

BREAKOUT 8

Virtual huddles for a hybrid-remote world

Natalie Bergstrom, BA, Manager, Population Health and Value-based Care, Mount Sinai Morningside

Shelcy Kamrud, MBA, Manager, Process Improvement, Mount Sinai Morningside

BREAKOUT 9

Perioperative Flex Team

Heidi Leonard, BSN, RN, CAPA/CPAN, Senior Level III, PACU/Perioperative Flex Team, UR Medicine—Strong Memorial Hospital

Kristen Evans, RN, CPAN/CAPA, Perioperative Flex Team, UR Medicine—Strong Memorial Hospital

11:15 - 11:45 a.m.

Break/Poster display

POSTER 1

Improving efficiency, cycle time and satisfaction in the medical staff credentialing process

Jennifer LoGiudice, MBA, Vice President, Women's and Children's Health Service Line, Catholic Health (Long Island)

Donna Powers, DNP, MPA, RN, CSSMBB, Performance Improvement Specialist, Catholic Health (Long Island)

Suzete Soares-McKenna, Director, Credentialing, Catholic Health (Long Island)

POSTER 2

Increasing echo capacity in a COVID-19 world

Elizabeth Aikman, RN, MBA, Clinical Systems Engineer, NewYork-Presbyterian Hospital

Brad Goodman, Clinical Systems Engineer, NewYork-Presbyterian Hospital

POSTER 3

Development of an intensive care unit within a post-anesthesia care unit

Samantha Dandrea, RN, BSN, Assistant Nurse Manager, UR Medicine—Strong Memorial Hospital

Mary K. Rogers, DNP, MPA, RN, CSSMBB, Assistant Nurse Manager, UR Medicine—Strong Memorial Hospital

POSTER 4

Hybrid learning model in transfusion medicine provides team building and better understanding of resources to enhance patient care

Christine Cahill, MS, BSN, RN, Senior Nurse Coordinator, Patient Blood Management Program, UR Medicine—University of Rochester Medical Center

Majed Refaai, MD, UR Medicine—University of Rochester Medical Center

POSTER 5

Staying the course: Maintaining safe environments while reopening ambulatory services amidst COVID-19

Linda Greene, RN, MPS, CIC, FAPIC, Director, Infection Prevention, UR Medicine—Highland Hospital

Allison Norenberg, MSc, Manager, Performance Improvement, UR Medicine—Highland Hospital

Ann Marie Pettis, RN, Director, Ambulatory Infection Prevention, UR Medicine—Highland Hospital

Mary Lynn Siegel, RN, Clinical Quality Project Manager, UR Medicine—Highland Hospital

POSTER 6

Leveraging a whole-of-organization approach to increase organizational resilience amidst the COVID-19 pandemic

Cindy Becker, RN, MS, MBA, FACHE, Vice President and Chief Operating Officer, UR Medicine—Highland Hospital

Amy Gallina, Chief Human Resources Officer, UR Medicine—Highland Hospital

Sharon Johnson, MBA, CPHQ, Director, Quality Management, Performance Improvement and Patient Experience, UR Medicine—Highland Hospital

Allison Norenberg, MSc, Manager, Performance Improvement, UR Medicine—Highland Hospital

11:45 a.m. - 12:45 p.m.

KEYNOTE ADDRESS

How Lean and innovation can build resilience and create a new normal for clinical operations

Mark Graban

Author, Consultant, Podcaster