

# Keynote Speakers and Topics



## Day 1 - Morning Keynote Speaker:

### **Norman Bodek**

Noted author, consultant, international lecturer, Founding President of PCS Press, and Industry Week's Manufacturing Hall of Famer, Portland, OR.

**Topic:** The Human Side of Lean Management.

**Abstract:** Often called the "Godfather of Lean," Norman began exploring the notion of productivity as linked to quality back in the 1970s and is one of the few first Americans to write about lean manufacturing, the processes honed in Japan to build Toyota vehicles. He will talk about many wastes including the underutilization of people's talents and managers resistance to change.



## Day 1 - Afternoon Keynote Speaker

### **Jayne Pope, RN, FACHE, MBA**

is CEO of Hill Country Memorial (HCM) Healthcare, Fredericksburg, Texas. HCM is a 2014 Malcolm Baldrige National Quality Award winner. The hospital was recognized as a 100 Top Hospital in the US, for the 5th time under Jayne Pope's leadership.

**Topic:** Sustaining Remarkable Results to be the Best.

**Abstract:** Story of how one hospital used America's Baldrige Quality Program and Criteria to become one of the best healthcare in America and what we can all do to improve healthcare.



## Day 1 - Afternoon Keynote Speaker

### **Dr. Lawrence Yang, MD**

a GP in the region of Surrey-North Delta of Fraser Health Authority, British Columbia, Canada, is well-known for his leadership voice to work in team-based environment for increased efficiency in healthcare.

**Topic:** Leadership and its Impact on Patient Experience.

**Abstract:** A holistic approach is needed for embracing all organizational efforts to continuous quality improvement under one unified system to meet the ever fast changing patient demands from the current system.



## Day 2 - Morning Keynote Speaker

### **Emily Padula, RN, MHI, FACHE**

Chief Strategy Officer, Hill Country Memorial Healthcare in Fredericksburg, Texas. HCM has been a Truven 100 Top Hospital for the last four consecutive years and is one of two healthcare recipients of the 2014 Malcolm Baldrige National Quality Award. Emily has been recognized as one of nation's Rising Starts under 40 in health care leadership.

**Topic:** Take it off the Shelf: A Strategic Plan that Works

**Abstract:** Senior executives must understand the nature of strategy development in all operational activities that ought to be re-designed to provide quantum change needed in the organization; not just for financial performance but for a long term patient-centered, value-based healthcare system.



## Day 2 - Afternoon Keynote Speaker

### **Dr. Eric Cadesky, MD CM, CCFP FCFP**

is President of Doctors of BC (formerly the British Columbia Medical Association.) and a clinical assistant professor at the University of British Columbia. He is the founder and staff supervisor of the Narrative Medicine Student Interest Group and a Professor at the University of British Columbia. He has published quality improvement success stories in many countries.

**Topic:** What we talk about when we talk about quality?

**Abstract:** The health system is complex. Every step along the way, people want to feel heard, to have the opportunity to provide input. Even if the final decision is not always what they want, it's about the right process. It's more important to consider the elements of quality that bring all processes together.

# Technical Program

Monday, September 24, 2018

7:30 am - 5:00 pm		REGISTRATION (Open all day) - Main Floor Lobby CONTINENTAL BREAKFAST (7:00 am – 8:00 am)
8:30 am - 9:00 am [Segal Room]	Master of Ceremonies, Welcome address by Chair, Canadian Quality Congress, Dr. Madhav Sinha; Program Highlights and Remarks from Invited Guests and Dignitaries	
9:00 am - 10:00 am [Segal Room]	<b>Morning Keynote Speaker:</b> Norman Bodek, Founder and President of PCS Press, elected to Industry Week Manufacturing Hall of Fame. <b>Topic:</b> <b>The Human Side of Lean Management.</b>	
10:00 am - 10:15 am [Main Lobby]		COFFEE BREAK
10:15 am - 10:45 am [Segal Room]	CEO Discussion Panel: Topic – Quality and Innovation in Healthcare	
Parallel contributory sessions (40 min. each)		
10:45 am - 11:20 am [Segal Room]	▶ <b>Identifying Barriers for Near-miss Reporting in Healthcare</b> , Safa Elkhider, MSc Student, and Barbara M. Savage, Senior Lecturer, Department of Operations and Systems Management, Faculty of Business and Law, University of Portsmouth, UK	
[Policy Room]	▶ <b>Organizational Planning for Quality Management in the Digital Age</b> , Falk Behmer, Fraunhofer Institute for Production Systems and Design Technology, Berlin, Germany, and Roland Jochem, Professor, Quality Sciences, Technical University of Berlin (TU Berlin), Berlin, Germany	
[Barrick Gold Room]	▶ <b>Choosing Wisely and Managing Effectively: Utilizing Quality Management Principles in Medical Laboratory Testing</b> , Jacqueline Jarvis, Bernice Melney and Arun Kumar Garg, Medical Biochemistry Division, Department of Laboratory Medicine and Pathology, Fraser Health, Surrey, BC, Canada	
11:20 am – 12:00pm [Segal Room]	▶ <b>Solving the Challenges of Applied Competence Management Systems with a Fuzzy Theory Approach</b> , Markus Matuszewski, Marcel Randermann, and Roland Jochem, Technische Universität, Berlin, Mechanical Engineering and Transport Systems, Institute for Machine Tools and Factory Management, Berlin, Germany	
[Policy Room]	▶ <b>Accounting and Quality Management: The Accounts Payable function under ISO 9000</b> , Leonardo Sedevich-Fons, Consultant and Researcher in Management Control, Núcleo de Asistencia Profesional, Villa María, Córdoba, Argentina	
[Barrick Gold Room]	▶ <b>Patient Stories Audio Clips: The Power of Effective Communication</b> , Mike Wheatley, Quality Improvement and Safety Advisor, Nova Scotia Health Authority, Yarmouth Regional Hospital, Yarmouth, Nova Scotia, Canada	
12:00pm - 1:00 pm		LUNCH BREAK
1:00 pm - 1:45 pm [Segal Room]	<b>Afternoon Keynote Speaker:</b> Jayne Pope, RN, FACHE, MBA, has served since 2013, as CEO for Hill Country Memorial (HCM) Healthcare in Fredericksburg, Texas. HCM is a 2014 Malcolm Baldrige National Quality Award winner. The hospital was recognized as a 100 Top Hospital in the US, for the 5th time under Jayne Pope's leadership. <b>Topic:</b> <b>Sustaining Remarkable Results to be the Best.</b>	
Parallel contributory sessions (40 min. each)		
1:45 pm - 2:25 pm [Segal Room]	▶ <b>From the ground-up: A Discussion about the Difference between Management and Leadership</b> , Candice Manahan, Executive Lead, Physician Quality Improvement at Northern Health, Prince George, British Columbia, Canada	
[Policy Room]	▶ <b>Enterprise Risk Management in Healthcare Organizations</b> , Hossam Elamir, Quality Physician and Leader of Technical Support Team, Quality & Accreditation Directorate, Ministry of Health, Kuwait	
[Barrick Gold Room]	▶ <b>Business Process Management: Converging Pathways to Competitive Advantage</b> , Ashish Thomas, Professor, Department of Management, Concordia University of Edmonton, Edmonton, Alberta	
2:25 pm - 3:05 pm [Segal Room]	▶ <b>An Outlook on Clinical Microbiology Lab Accreditation in Croatia</b> , Tomislav Mestrovic, Clinical Microbiology and Parasitology Unit, Department of Biomedical Sciences, University Centre Varaždin, University North, Varaždin, Croatia	
[Policy Room]	▶ <b>Medical Device Regulatory Reforms and Quality Improvement</b> , Kamala Nanjundeshaiyah, Principal Consultant, Quality and Regulatory, WIPRO Limited, Winnipeg, Canada	
[Barrick Gold Room]	▶ <b>Quality Assessment of Recruitment Process of Commercial Pilots and its Impact on India's Aviation Industry</b> , Meera Shanker, Professor and Head, Dept. of Education Management, SNDT Women's University, Mumbai, India	
3:05 pm – 3:20 pm		COFFEE BREAK
3:20 pm – 4:00 pm [Segal Room]	<b>Afternoon Keynote Speaker, Dr. Lawrence Yang, MD;</b> a GP in the region of Surrey-North Delta of Fraser Health Authority, British Columbia, Canada, is well-known for his leadership voice to work in team-based environment for increased efficiency in healthcare. Hospital leadership and its impact on the patient experience will be discussed with respect to a holistic way of embracing all organisational efforts related to continuous improvement that is needed under one unified system. <b>Topic:</b> <b>Hospital Leadership and the Patient Experience</b>	
5:00 pm – 5:30 pm		DINNER RECEPTION, [Segal Room]
5:30 pm – 7:00 pm		GALA BANQUET, AWARDS AND ENTERTAINMENT, [Segal Room]

# Technical Program

Tuesday, September 25, 2018

7:30 am - 5:00 pm		REGISTRATION (Open all day) - Main Floor Lobby CONTINENTAL BREAKFAST (7:00 am – 8:00 am)
8:30 am - 9:00 am [Segal Room]	Master of Ceremonies, Program Highlights and Remarks from Invited Guests and Dignitaries	
9:00 am - 10:00 am [Segal Room]	<b>Morning Keynote Speaker:</b> Emily Padula, RN, MHI, FACHE, Chief Strategy Officer at Hill Country Memorial Healthcare in Fredericksburg, Texas. HCM has been a Truven 100 Top Hospital for the last four consecutive years and is one of two healthcare recipients of the 2014 Malcolm Baldrige National Quality Award. Emily has been recognized as one of nation's Rising Starts under 40 in health care leadership. <b>Topic: Take it off the Shelf: A Strategic Plan that Works</b>	
10:00 am - 10:15 am [Main Lobby]		COFFEE BREAK
Parallel contributory sessions (40 min. each)		
10:15 am - 10:55 am [Segal Room]	<ul style="list-style-type: none"> <li>► <b>Quality in Publishing Research Papers</b>, Jennifer Bowman, MacEwan University, Department of International Business, Edmonton, Canada, and Editor, Leadership in Health Services, Emerald Publishers (UK) Ltd.</li> </ul>	
[Policy Room]	<ul style="list-style-type: none"> <li>► <b>Quality Assessment of Patient Experience and Preferences: A Case Study</b>, Mark A Assmus, Ryan McLarty, Faculty of Medicine &amp; Dentistry, and Shubha De, Department of Surgery, Division of Urology, University of Alberta, Edmonton, Alberta, Canada</li> </ul>	
[Barrick Gold Room]	<ul style="list-style-type: none"> <li>► <b>Design of a Multi-criteria Decision making Model for Smart Drug Delivery Systems</b>, Hatice Camgöz Akdağ, Professor, Management Engineering, Istanbul Technical University, Istanbul, Turkey</li> </ul>	
10:55 am - 11:35 am [Segal Room]	<ul style="list-style-type: none"> <li>► <b>Quality Culture 2.0: How Companies can Sustainably Improve their Quality Mindsets and Behavior</b>, Frank Lesmeister, Director, The Boston Consulting Group GmbH, Germany</li> </ul>	
[Policy Room]	<ul style="list-style-type: none"> <li>► <b>Adopting Capability Maturity Model Integration (CMMI) for Organizational Change</b>, Shanmuga Ramakrishna, Manager, Concentrix Services Pvt Ltd; Bangalore, India</li> </ul>	
[Barrick Gold Room]	<ul style="list-style-type: none"> <li>► <b>Quality Management Ladder: A Systems Analysis of Terminologies and Principles</b>, Jan Myszewski, Professor, Quality Management Department, Kozminski University, Warsaw, Poland</li> </ul>	
11:35 am – 12:15pm [Segal Room]	<ul style="list-style-type: none"> <li>► <b>Approaches to Risk Identification</b>, Neetu Choudhary, IT Quality Analyst and Consultant, Dubai, UAE</li> </ul>	
[Policy Room]	<ul style="list-style-type: none"> <li>► <b>Growing Business through Progressive Quality Systems</b>, Alex Forrester, Program Manager; Shelly Frost, Contract Coordinator and Natasha Birsa, Administrator at Strategic Natural Resources Consultants, Prince George, British Columbia, Canada</li> </ul>	
[Barrick Gold Room]		
12:15 pm – 1:00 pm		LUNCH BREAK
1:00 pm - 2:00 pm [Segal Room]	<b>Afternoon Keynote Speaker: Dr. Eric Cadesky</b> , MD CM, CCFP FCFP, is the President of Doctors of BC (formerly the British Columbia Medical Association.) and a clinical assistant professor at the University of British Columbia. He is the founder and staff supervisor of the Narrative Medicine Student Interest Group and a Professor at the University of British Columbia. He has published quality improvement success stories in many countries. <b>Topic: What we talk about when we talk about quality?</b>	
Parallel contributory sessions (40 min. each)		
2:00 pm - 2:40 pm [Segal Room]	<ul style="list-style-type: none"> <li>► <b>Race for Robotic Process Automation</b>, Rajkumar Seetharaman, Associate Director, Concentrix, Bangalore, India, and Cereen Varghese, Senior Director, Concentrix USA</li> </ul>	
[Policy Room]	<ul style="list-style-type: none"> <li>► <b>Process Improvement in a Radiology Department with Value Stream Mapping and QFD</b>, Hatice Camgöz-Akdağ, Assoc. Professor, Management Engineering Department, Istanbul Technical University, Turkey and Tuğçe Beldek, PhD student, Management Engineering Department, Istanbul Technical University, Turkey</li> </ul>	
[Barrick Gold Room]	<ul style="list-style-type: none"> <li>► <b>Self assessment: A Strategic Tool for Organizations for Journey towards Excellence</b>. Sharareh Mirsaiedi Farahani, Senior Expert of Index Group &amp; Excellence committee secretary, Deputy of Health of Social Security Organization Health Logistic General Office &amp; Organizational Excellence office Tehran, Iran; and Sarina Chitsaz IT Student- Sharif University of Technology</li> </ul>	
2:40 pm – 3:00 pm		CONFERENCE WRAP-UP, VOTE OF THANKS, ANNOUNCEMENTS

## Meet the Session Moderators

- **Professor Jennifer Bowerman**, MacEwan University, Edmonton, Alberta, Canada
- **Professor Barbara Savage**, Department of Operations and Systems Management, Portsmouth Business School, University Portsmouth, Portsmouth, UK
- **Professor Hatice Camgöz-Akdağ**, Management Engineering Department, Istanbul Technical University, Turkey
- **Leonardo Sedevich-Fons**, Management Consultant, Villa María, Córdoba, Argentina
- **Professor Ashish Thomas**, Chair, Department of Management, Concordia University of Edmonton, Edmonton, Alberta, Canada
- **Professor Jan Myszewski**, Department of Quality Management, Kozminski University, Warsaw, Poland