

# Frontiers in Laboratory Medicine 2004

## Changing Process, Improving Outcomes

3rd – 4th February 2004

### REGISTRATION AND ACCOMMODATION FORM

Register on-line at: [www.acb.org.uk/meetings/film.htm](http://www.acb.org.uk/meetings/film.htm)

or complete the booking form below in BLOCK capitals and return with your payment to:

FILM Secretariat, Meeting Makers, Jordanhill Campus, 76 Southbrae Drive, Glasgow, G13 1PP, Scotland, United Kingdom

Email: [film2004@meetingmakers.co.uk](mailto:film2004@meetingmakers.co.uk) • Tel: +44 (0) 141 434 1500 • Fax: +44 (0) 141 434 1519

#### DELEGATE INFORMATION

Title (Prof/Dr/Mr/Ms/Mrs/Miss etc) \_\_\_\_\_ First Name \_\_\_\_\_ Family Name \_\_\_\_\_

Job Title \_\_\_\_\_ Organisation \_\_\_\_\_

Building/House Name \_\_\_\_\_ Street Address \_\_\_\_\_

Street Address (2) \_\_\_\_\_ City \_\_\_\_\_

State/Province/County \_\_\_\_\_ Zip/Postcode \_\_\_\_\_ Country \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_ Email Address \_\_\_\_\_

#### REGISTRATION FEES

NHS/Public Sector/Laboratory Professionals £395 plus £69.13 VAT (£464.13) £ \_\_\_\_\_

Commercial Organisations £495 plus £86.63 VAT (£581.63) £ \_\_\_\_\_

**SOCIAL PROGRAMME** The Dinner on the evening of 3 February 2004 is included in the fee, please confirm if you will be attending.

**CONFERENCE NOTES** Additional copies of the conference notes and CD-ROM are available to purchase at a cost of £95 per set. The notes are also available to buy if you are unable to attend the conference.

Conference Notes £95.00 Number of copies \_\_\_\_\_ £ \_\_\_\_\_

Total Fees £ \_\_\_\_\_

I will attend the dinner

Yes

No

**PAYMENT DETAILS** All payments must be in GB Pounds Sterling. Credit card payments are recommended.

**PAYMENT BY CREDIT CARD** Please debit my VISA/Mastercard/Switch\* for the total conference fees shown above (\*delete as applicable)

Card Number / / /  Expiry Date /

Address of Card Holder \_\_\_\_\_ Postcode \_\_\_\_\_

(if different from address in registration section)

Signature \_\_\_\_\_

**PAYMENT BY CHEQUE** If paying by cheque, please ensure that your cheque is drawn on a U.K. bank and made payable to ACB.

**ACCOMMODATION** To select accommodation please indicate your chosen hotel.

• PLEASE NOTE THAT ALL ROOM COSTS ARE PER ROOM PER NIGHT AND ARE INCLUSIVE OF VAT AT 17.5%.

HOTEL	Single ✓	Double ✓	Arrival date	Departure date	Number of nights
MALMAISON					
NOVOTEL					
IBIS					

To secure your accommodation you must provide a credit card number. Your credit card details will be forwarded to the hotel prior to your arrival to secure your reservation. Please ensure that your credit card is valid at the time of the conference otherwise your accommodation cannot be guaranteed.

Delegates must settle their accounts on the day of arrival or departure. In the event of non-arrival, the hotel will charge one night's accommodation to the card.

Please complete Credit Card details  VISA  MASTERCARD

Credit Card Number / / /  Expiry Date / Signature \_\_\_\_\_

Address \_\_\_\_\_ Postcode \_\_\_\_\_

(if different from registration details):

**CANCELLATION POLICY** All cancellations must be notified in writing.

**Cancellation of Registration** Cancellations must be received in writing on or before 5 January and will be subject to an administration charge of £65. After this date there will be no refunds for cancellation of registration.

**Cancellation of Hotel Accommodation**

Cancellations received before 5 January – no penalty

Cancellations received after 5 January or non-arrival – a penalty equivalent to one night's stay will be deducted from your credit card by the hotel.

I have read and accepted the cancellation terms as contained within this booking form.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Please advise if you have any special requirements, such as dietary requirements. \_\_\_\_\_

Awarded CPD Accreditation

# Frontiers in Laboratory Medicine 2004

Free Subscription to The Dark Report - see inside for details

## Changing Process, Improving Outcomes

3rd – 4th February 2004

The Manchester Conference Centre, Weston Building

Can laboratories meet the evolving challenges of lab operations?  
Are laboratories making the most of limited resources?  
How can PCTs realize all the benefits of laboratory medicine?

JOIN US for a critical examination of 21st century laboratory medicine, with experts from the USA and Europe

#### HIGHLIGHTS

- Six Sigma: what it is and what it does for laboratories
- Lean Management: potent tool for radically reshaping laboratory outcomes
- Benchmarking in the Laboratory: learning from best-of-class laboratories
- Audit Commission update

#### CASE STUDIES

- Side-by-Side comparison of UK and USA Laboratories: who's got it right?
- Real solutions to real problems!

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Online booking: [www.acb.org.uk/meetings/film.htm](http://www.acb.org.uk/meetings/film.htm) • Booking hotline: +44 (0)141 434 1500

# Frontiers in Laboratory Medicine 2004

## Changing Process, Improving Outcomes

3rd – 4th February 2004

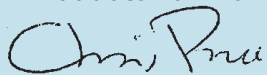


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### Why you should attend

Frontiers in Laboratory Medicine (FILM) aims to provide laboratory professionals in the UK with essential information about global trends in laboratory medicine and practical solutions to problems that are faced worldwide. FILM 2004 concentrates on how to improve the laboratory process, and how to demonstrate the impact of better laboratory medicine on patient care. It is an exceptional opportunity to learn, first hand, what works – and what doesn't – from those who know.



Professor Chris Price  
President, Association of Clinical Biochemists





Mr Robert Michel  
Editor-in-Chief,  
The Dark Report

**THE DARK REPORT** is considered the premier source of intelligence and information about the management of clinical laboratories in North America. For nine years, THE DARK REPORT has helped pathologists and laboratory directors stay abreast of new technology, healthcare trends and emerging management models. Its annual meeting, held every May in New Orleans, attracts four hundred laboratory leaders from the US, Canada and around the world. THE DARK REPORT's intelligence and analysis helps laboratory professionals develop effective strategies for their organizations. [www.darkreport.com](http://www.darkreport.com)

**THE DARK REPORT** are kindly offering a **FREE ONE YEAR SUBSCRIPTION** to all delegates who register by 5 January 2004 - worth a fantastic \$684

**THE ASSOCIATION OF CLINICAL BIOCHEMISTS** is the professional association for clinical scientists and doctors working in clinical biochemistry and laboratory medicine. It organises meetings and publishes books and an international journal of laboratory medicine, the Annals of Clinical Biochemistry.  
[www.acb.org.uk](http://www.acb.org.uk)

### DAY ONE: Tuesday 3 February 2004

- 10.00 **Coffee and Registration**
- 10.30 **Welcome and Introduction: Global trends in laboratory medicine**  
Robert Michel, *Editor-in-Chief, The Dark Report*  
Chris Price, *President, Association of Clinical Biochemists*
- 11.15 **Benchmarking American style: Q-Probes and Q-Tracks**  
Paul Bachner, *Past President, College of American Pathologists, Professor and Director, Department of Laboratory Medicine, University of Kentucky Chandler Medical Center, Lexington, KY, USA.*
- 12.00 **Introducing Six Sigma and Lean: Understanding why pioneering laboratories are achieving remarkable outcomes**  
Speaker TBC, *Ortho-Clinical Diagnostics, a Johnson & Johnson Company*
- 12.45 **Discussion**
- 13.00 **Lunch and exhibition**
- 14.15 **Harnessing the power of Six Sigma and Lean in the USA: Lab test TAT slashed by 50%, productivity up by 70%!**  
Rick Panning, *President, Laboratory Services, Fairview Health System, Minneapolis, MN, USA*
- 15.00 **Changing the game: Six Sigma in the NHS**  
Rob Boon, *Pathology Manager, Derriford NHS Trust, Plymouth*  
Keith Alderman, *European Director of Six Sigma and Quality Management, Becton, Dickinson and Company, Oxford*
- 15.30 **Discussion**
- 15.45 **Afternoon tea and exhibition**
- 16.15 **Shifting the focus from cutting costs to improving outcomes**  
Chris Price, *President, Association of Clinical Biochemists and Vice President, Global Clinical Research, Diagnostics Division, Bayer Healthcare*
- 17.00 **Discussion and summary of Day One**
- 19.00 **Networking Reception and Conference Dinner at URBIS**

#### Registration Fees

NHS/Public sector/Laboratory Professionals £395 plus £69.13 VAT (£464.13)  
Commercial Organisations £495 plus £86.63 VAT (£581.63)  
Fees include all technical sessions, refreshments, lunch on 3rd and 4th February 2004, conference literature (including CD-ROM) and the Dinner on the evening of 3 February.

#### Accommodation (All Hotels are within a 5 minute walk of the venue)

<b>Malmaison</b>	<b>£119.00 per room per night</b> (breakfast is an additional cost of £9.75 for continental and £11.75 for full English per person)
<b>Novotel</b>	<b>£95.00 per night for a single room</b> (including full English breakfast) <b>£105.00 per night for a double room</b> (including breakfast)
<b>Ibis Hotel</b>	<b>£46.95 per room per night</b> (continental breakfast is an additional charge of £4.25 per person)

### DAY TWO: Wednesday 4 February 2004

- 09.00 **Benchmarking the clinical process – is the laboratory visible?**  
Speaker TBC
- 09.45 **Making laboratory medicine more valuable to physicians and patients**  
Michael Laposata, *Professor, Harvard Medical School and Director of Clinical Laboratories, Massachusetts General Hospital, Boston, MA, USA*
- 10.30 **Discussion**
- 10.45 **Morning coffee and exhibition**
- 11.05 **Side-by-side comparisons**  
An in-depth look at UK and US laboratories in similar situations (rural and urban networks), comparing key performance indicators and looking at their approach to common challenges.
- 12.15 **Lunch and exhibition**
- 13.30 **Improving process by activity analysis in a not-for-profit setting**  
Richard Warren, *Director of Operations, St Jude's Hospital, Memphis, TN, USA*
- 14.25 **Speaker masterclasses**  
Parallel sessions offering the chance to cover topics in depth with the keynote speakers in structured discussion. Choose the subject you would like to hear more about, and put your questions, join the debate – or just listen!
- 15.10 **Afternoon tea and exhibition**
- 15.30 **The value of pathology to the NHS**  
Speaker TBC  
*The Audit Commission, London*
- 16.15 **Discussion and summary of conference**  
Robert Michel, *Editor-in-Chief, The Dark Report*  
Chris Price, *President, Association of Clinical Biochemists*
- 16.45 **Close of conference**

#### COMMENTS FROM FILM 2003

- “Brought the UK face to face with reality”
- “Best conference I've been to in a long time – brilliant networking”
- “Covered all topics and held my attention over two days”
- “Extremely useful to see and hear the North American approach”
- “The most relevant conference in the last five years”
- “Lively and informative” • “Really worthwhile and interesting”
- “A great networking opportunity”

#### Would you like to access the audience at this event?

Here is a unique opportunity to play a full part in the conference and interact with high-level laboratory professionals looking to make major changes in their laboratory organisations. For details about commercial participation (exhibition/sponsorship) or media press passes, please contact the FILM Secretariat at Meeting Makers on: **0141 434 1500** or email: [film2004@meetingmakers.co.uk](mailto:film2004@meetingmakers.co.uk)

#### Principal Sponsor –



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The BD Vacutainer™ Brand offers a complete system of tubes, needles and needle holders, sharps collectors and safety devices that are optimally designed and tested for controlling preanalytical variability throughout the specimen collection and handling process.  
[www.bd.com](http://www.bd.com)

#### Principal Sponsor –



Diagnostic Products Corporation is a world leader in the field of immunodiagnosics, supplying systems and reagents vital to the detection and management of many disease states. By staying responsive to customer requirements DPC has been able to produce a range of products which have enabled laboratory managers to achieve the productivity improvements that their ever increasing workloads demand. DPC-UK can now offer a consulting service "LabPlanner" to assist laboratory managers in understanding their costs enabling them to maximise the value of the service they provide. [www.dpcweb.com](http://www.dpcweb.com)

#### Buy the conference papers!

Don't miss this invaluable resource! The complete set of papers as presented to delegates is available after the event for £95 – including CD ROM. Simply complete the form overleaf, or for further information call the FILM secretariat at Meeting Makers on **0141 434 1500**.