

Frontiers in Laboratory Medicine 2009

"The premier strategic meeting in laboratory medicine management"

27th – 28th January 2009

Austin Court, Birmingham

With speakers from:

North America, Australia, Scandinavia and the United Kingdom

Satellite meeting - Thursday 29th January:

Lean and Six Sigma Boot Camp



Highlights for 2009 to include:

- ◆ The changing healthcare agenda - towards better quality and evidence based care
- ◆ Putting integrated patient care into practice
- ◆ High performance laboratories - making it happen
- ◆ Networks - global comparisons and contrasts
- ◆ Knowledge delivery - effecting evidence based communications

Frontiers in Laboratory Medicine 2009



FiLM 2009 Programme

Day One: Tuesday 27th January 2009

0900 **Registration**

0945 **Introduction**

Ian Watson & Robert Michel

It's a time of change and transformation in laboratory medicine across the globe. Services benefit from new automation solutions, improvements in information technology and advances in molecular diagnostics that give referring clinicians new diagnostic and therapeutic capabilities. Process improvement techniques are also creating a difference to operational work flow in world class laboratories.

1030 **The challenge of linking clinical leadership with managerial accountability**

Steve Ryan, Clinical Pathways Group Lead, NHS North West and Medical Director, Alder Hey Children's NHS Foundation Trust, Liverpool, UK

1115 **How global trends in laboratory medicine will transform pathology in the UK**

John Kershaw, Sysmex America, Inc, Mundelein, IL, USA

Pathology in the UK faces challenges that are common to healthcare in most developed nations. *In vitro* diagnostics (IVD) manufacturers have unique insights as to how the transformation of healthcare and laboratory medicine is unfolding globally. Learn how the major trends of aging populations, increased healthcare costs, and new technologies are triggering significant changes in pathology service delivery. Understand which management strategies will position pathology laboratories in the UK for clinical excellence and financial stability.

1215 **Lunch**

Lessons learned from large regional laboratory services and reconfiguration around the world

FiLM 2009 is delighted to extend its hugely successful 'compare and contrast' insight into laboratory reconfiguration on to a global arena! Take a close look at what works well and what doesn't, share experiences with knowledgeable professionals from Canada, Australia and the UK.

1300 **The Australian experience: Tony Badrick**, Sullivan Nicolaidis, Australia

Sullivan Nicolaidis Pathology is one of the largest pathology laboratories in Queensland, extending its service network into the Northern Territory and Northern New South Wales. Understand the operation of an organization collecting over 4 million samples from 200 collection centres and employing 2000 staff.

1340 **The Canadian experience: Fred B. Swaine**, Calgary Laboratory Services, Canada

Calgary Laboratory Services operates from 4 acute care facilities, 18 community collection sites, an urgent care centre and a central diagnostic centre serving over 1 million people and conducting over 14 million tests per annum.

The lessons learned in establishing new UK networks

1420 **Neil Jenkinson**, Network Director, Greater Manchester Pathology Network, UK

Greater Manchester has a population of 2.5 million with 10 PCT areas and 16 hospitals providing pathology services. A collaborative pathology network was established in late 2005 and over the past 2.5 years it has proven to be a model for building engagement, trust and respect, and a powerful way of facilitating change. It has enabled barriers to be broken down between primary, secondary and tertiary care focusing solutions on patient care pathways rather than organisations.

1450 **Neil Anderson**, Director of Coventry and Warwickshire Pathology Services, UK

The Coventry and Warwickshire Pathology Network provides pathology services to a population of 1.1 million across five PCT's and three acute trusts. It was formed in April 2008 following an agreement between the three local Acute Trusts to create a single managed network of pathology laboratories, with accountability to a combined stakeholder board.

1520 **Interactive discussion** (followed by afternoon break)

1600 **Creating a high performance laboratory**

Larry Siedlick, CEO, Sunrise Medical Laboratories, Hauppauge, NY, USA

Larry has delighted audiences in the USA with his successful, common sense approach to maximising laboratory performance. Tips to ensure you have the right people for the right job and techniques for capturing and steering the energy and creativity of your staff to achieve remarkable improvements in laboratory productivity.

1645 **Interactive discussion and close**



FiLM 2009 Programme

Day Two: Wednesday 28th January 2009

- 0900 **The need for integrated healthcare**
James P Kingsland, President, National Association of Primary Care, UK
James is senior GP partner in Wallasey, where his practice has won numerous clinical excellence awards. He is GP advisor to the Department of Health involved in developing the Quality Agenda for General Practice and currently influential in delivering the NHS Reform Agenda. Gain an insight into his vision of integrated diagnostics delivery from a Primary Care perspective.
- 0945 **An organisational approach to integrated patient centred care**
Tom Petterson, St Goran's Hospital, Stockholm, Sweden
Learn how high quality management methods are used to focus the patient journey through the healthcare system at St Goran's Hospital. In this organisation, patient care and needs are central to all clinical services and laboratory testing plays a key role in integrated care. In a typical year, St Goran's hospital treats 200,000 out patients and 21,000 in patients. It has 1400 employees and 250 beds.
- 1030 **Morning break**
- 1100 **Master classes**
Delegates will have the opportunity to choose from a selection of master classes, in which Day One speakers share their experiences in small interactive groups.
- 1300 **Lunch & Exhibition**
- 1345 **Knowledge delivery**
Gifford Batstone, National Clinical Pathology Lead for NHS Connecting for Health, UK
Get an up-to-date picture on the exciting range of Connecting for Health projects as part of the National Pathology IT Strategy. Understand how developments can enhance knowledge management for users of the service with evidence based test requesting and reporting to improve and enhance patient care. Discover how improvements to pathology messaging will accelerate the speed of test requesting and reporting between laboratories and GP practices.
- 1430 **Real-time digital medicine - moving towards patient access to electronic health records**
Amir Hannan, Thornley House Medical Centre, Greater Manchester, UK
Gaining access to your GP can take up a lot of valuable time. Now we have the technology to enable patients to access their electronic health records on-line including test results without having to see the clinician. This brings fantastic opportunities as well as challenges and Amir explains how this impacts on patient care. He has been offering the service in his GP practice for over 3 years now and has over 400 patients accessing their electronic health records on-line. He will talk about the "Partnership of Trust" that the system helps to support and the Paradigm Shift in healthcare that we are now experiencing.
- 1515 **Afternoon break**
- 1545 **The shift in health care to improving outcomes and the opportunity for Laboratory Medicine**
Lee Hilborne, Los Angeles, CA, USA
In the United States, there is momentum to base reimbursement for clinical services on evidence-based medicine (EBM) guidelines. Pay-For-Performance reinforces this health system goal by steering additional reimbursement to those physicians, hospitals, and pathology laboratories which achieve higher outcomes than their peers and colleagues. Lee is at the forefront of identifying how pathology services can be used to improve patient outcomes while reducing the overall cost per healthcare encounter. Learn how commissioning contracts are evolving so as to encourage better utilization of pathology testing services. Explore how payment for pathology services can encourage better use of pathology tests by physicians, as measured by improvement in patient healthcare outcomes.
- 1630 **Summary and closing remarks**



FiLM 2009 Programme

Day Three: Thursday 29th January 2009

Satellite Meeting

Essentials of Lean-Six Sigma in Laboratory management

This popular programme was a big hit last year. Join us to learn how and why Lean and Six Sigma have emerged as one of the most powerful quality management systems used by the world's leading companies. Techniques, methods and best practices presented in a simple, easy-to-understand format.

This is targeted learning, tailored specifically for individuals working in clinical laboratories. As you grasp the fundamentals of Lean-Six Sigma, hands-on exercises will demonstrate the power of these techniques to transform your organisation. Case studies will help bring these techniques to life. You'll learn proven ways to deliver and sustain Lean-Six Sigma gains in your laboratory. By the end of the day, you'll be ready to develop a continuous improvement roadmap for your organisation.

Module One: Lean

- 0900 **Introduction and 'Appropriate Application of Lean'**
Paul Button, ValuMetrix Services
- 0945 **Lean at Work - Northampton General Hospital**
Peter Martin, Pathology Director and
Andrea O'Connell, Biomedical Scientist
- 1030 Coffee
- 1100 **Getting Started on Your Lean Journey**
Susan South, ValuMetrix Services
- 1130 **Panel discussion**
- 1200 Lunch

Module Two: Six Sigma

- Covering all aspects of 'Define, Measure, Analyse, Improve, Control and Transfer' (DMAICT) methodology.
- 1240 **Overview of Six Sigma – roles and responsibilities**
Tracy Ellison, Siemens Healthcare Solutions
- 1300 **Define:** Mike Bosomworth, Leeds Teaching Hospital
- 1320 **Measure:** Alistair Gammie, Siemens Healthcare Solutions
- 1350 **Analyse:** Tracy Ellison, Siemens Healthcare Solutions
- 1410 **Improve and Control:** Alistair Gammie, Tracy Ellison and Mike Bosomworth
- 1440 **Transfer:** Gerry McNamee, Siemens Manufacturing, Dublin
- 1510 **Round table discussion (1540 close)**

Registration Fees

FiLM 2009

NHS/Public sector/Laboratory Professionals

On or before 31st December 2008

£351.33 (£299.00 plus £52.33 VAT)

From 1st January 2009

£405.38 (£345.00 plus £60.38 VAT)

Commercial Organisations

£581.63 (£495.00 plus £86.63 VAT)

For those attending FiLM 2009, fees include all technical sessions, refreshments, lunch on 27th and 28th January 2009, conference literature (including online access to presentations after the event) and the Dinner on the evening of 27th January.

Satellite Meeting only

On or before 31st December 2008

£152.75 (£130.00 plus £22.75 VAT)

From 1st January 2009

£170.37 (£145.00 plus £25.37 VAT)

FiLM 2009 plus Satellite Meeting

NHS/Public sector/Laboratory Professionals

On or before 31st December 2008

£470.00 (£400.00 plus £70.00 VAT)

From 1st January 2009

£528.75 (£450.00 plus £78.75 VAT)

Commercial Organisations

£705.00 (£600.00 plus £105.00 VAT)

For those attending the Satellite Meeting, fees include technical sessions, refreshments, lunch on 29th January 2009, and the Satellite Meeting literature (including online access to presentations after the event).

FiLM 2009 Dinner

The FiLM 2009 Dinner will take place at The Living Room Restaurant at 2 Regency Wharf, Broad Street in the centre of Birmingham. Join us in the private members' area for a chic dining experience in this exceptional venue. The evening will begin with pre-dinner drinks at 1930 hours, followed by a three-course dinner and wine.

Accommodation

Accommodation is available at the following hotels. Prices are per room, per night and include breakfast.

HOTEL	STARS	SINGLE	DOUBLE
City Inn	4	£145.00	£155.00
Express by Holiday Inn	3	£110.00	£110.00
Ibis Hotel	2	£75.50	£81.00

To secure your accommodation you must provide a credit card number, expiry date and security code. Your credit card details will be forwarded to the hotel prior to your arrival to secure your reservation. In the event of non-arrival or cancellation after 10 December, the hotel will charge to the card an amount up to the equivalent of the full stay booked. Please note that any reduction in room nights will be treated as a cancellation by the hotel and the hotel will be entitled to take payment from the card provided.

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. Accommodation should be reserved by Friday 10 December - after this date availability and rates cannot be guaranteed.

Registration

Please register on-line at www.acb.org.uk/site/film.asp

or complete the booking form below and return to: FiLM Secretariat, Meeting Makers, Jordanhill Campus, 76 Southbrae Drive, Glasgow, G13 1PP, Scotland, United Kingdom Fax: 0141 434 1519

DELEGATE INFORMATION

Title (Prof/Dr/Mr/Ms/Mrs/Miss etc) _____

First Name _____

Family Name _____

Job Title _____

Organisation _____

Building/House Name _____

Street Address (1) _____

Street Address (2) _____

City _____

State/Province/County _____

Zip/Postcode _____

Country _____

Telephone _____

Fax _____

Email Address _____

Please advise if you have any special requirements (e.g. dietary):

REGISTRATION FEES

FILM 2009 only

NHS/Public sector/Laboratory Professionals

On or before 31st December 2008
£351.33 (£299.00 plus £52.33 VAT) £ _____

From 1st January 2009
£405.38 (£345.00 plus £60.38 VAT) £ _____

Commercial Organisations
£581.63 (£495.00 plus £86.63 VAT) £ _____

For those attending FiLM 2009, fees include all technical sessions, refreshments, lunch on 27th and 28th January 2009, conference literature (including online access to presentations after the event) and the Dinner on the evening of 27th January.

Satellite Meeting Only

NHS/Public sector/Laboratory Professionals

On or before 31st December 2008
£152.75 (£130.00 plus £22.75 VAT) £ _____

From 1st January 2009
£170.37 (£145.00 plus £25.37 VAT) £ _____

FILM 2009 plus Satellite Meeting

NHS/Public sector/Laboratory Professionals

On or before 31st December 2008
£470.00 (£400.00 plus £70.00 VAT) £ _____

From 1st January 2009
£528.75 (£450.00 plus £78.75 VAT) £ _____

Commercial Organisations
£705.00 (£600.00 plus £105.00 VAT) £ _____

For those attending the Satellite Meeting, fees include technical sessions, refreshments, lunch on 29th January 2009 and the Satellite Meeting literature (including online access to presentations after the event).

SOCIAL PROGRAMME

The Dinner on the evening of 27th January 2009 is included in the FiLM 2009 fee, please confirm if you will be attending.

I will attend the dinner Yes No

CONFERENCE NOTES

Additional copies of the conference notes and online access to the presentations are available to purchase. The notes are also available to buy if you are unable to attend the meeting. Online access will be available from the meeting website www.acb.org.uk/site/film.asp after the meeting.

Conference Notes £95.00 No of copies _____ £ _____

Satellite Meeting Notes £45.00 No of copies _____ £ _____

Total Fees £ _____

PAYMENT DETAILS

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

PAYMENT BY CREDIT/DEBIT CARD

Please debit my VISA/MasterCard/Maestro* for the total conference fees shown above (*delete as applicable)

Card Number

/ / /

Security Digits†

Expiry Date /

(†the last three numbers on the paper strip on the reverse of your credit card)

Address of Card Holder (if different from address in registration section)

Signature _____

PAYMENT BY CHEQUE

If paying by cheque, please ensure that your cheque is drawn on a UK bank, and made payable to ACB.

PAYMENT BY BANK TRANSFER

The bank account details for FiLM 2009 are as follows:

Account Name: Association for Clinical Biochemistry

Account Number: 70116211 **Sort Code:** 40-02-12

Name of bank: HSBC Bank plc

Address of bank: 2 Chiswick High Road, Chiswick, London, W4 1TH

Please quote your name and invoice number or delegate ID number as a reference.

ACCOMMODATION

To select accommodation please indicate your chosen hotel.

PLEASE NOTE: ALL ROOM COSTS ARE PER ROOM PER NIGHT, ARE INCLUSIVE OF BREAKFAST AND VAT AT 17.5% AND BASED ON SINGLE OCCUPANCY.

Hotel	Single <input checked="" type="checkbox"/>	Double <input checked="" type="checkbox"/>	Arrival Date	Departure Date	No. of Nights
City Inn					
Express by Holiday Inn					
Ibis Hotel					

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. Bookings made without card details will not be valid.

Delegates must settle their accounts on the day of arrival or departure.

Please complete VISA/MasterCard/Maestro* details below (*delete as applicable)

Card Number

/ / /

Security Digits†

Expiry Date /

(†the last three numbers on the paper strip on the reverse of your credit card)

Name on Card (if different from delegate information)

Signature _____

CANCELLATION POLICY

All cancellations must be notified in writing.

Cancellation of Registration

Cancellations must be received in writing on or before 10 December and will be subject to an administration charge of £65. After this date there will be no refunds for cancellation of registration. Name changes will be permitted.

Cancellation of Hotel Accommodation

Cancellations received before 10 December – no penalty. Cancellations received after 10 December or non-arrival – hotels will deduct from your credit card an amount up to the value of the duration of the stay booked. A reduction in the number of nights booked will be treated as a cancellation by the hotel and the hotel will be entitled to take payment from the card provided

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

Signature _____ Date _____

Frontiers in Laboratory Medicine 2009

A personal invitation from Chairmen, Dr Ian Watson and Robert L. Michel:



FiLM 2009 is delighted to return for its seventh year to deliver a highly topical Pathology management programme.

International speakers are drawn together to share their experiences of geographically diverse laboratory service delivery and gain an insight into how new network initiatives in the UK are evolving. View how the future delivery of laboratory medicine is envisaged by influential speakers from primary care, the diagnostics industry and by IT leads. Join us for what promises to be another unmissable FiLM conference.

Across the globe, Pathology laboratories are using new technologies and new management methods to improve patient care and safety while reducing costs.

This key conference overviews the key dynamics that are shaping UK Pathology laboratories and presents new ways of working to improve and future proof laboratory medicine testing services.

FiLM 2009 is a 'must attend' event for anybody involved in delivering laboratory services of the future.

Join us for the 7th in the most influential conference series in laboratory medicine!

FiLM 2009 is thrilled to present a wide range of high calibre professionals at the forefront of pathology management from around the globe!

- ◆ Real time practical advice to your most pressing laboratory challenges!
- ◆ With new management initiatives and change gathering apace, you cannot afford to miss the latest developments in laboratory medicine!
- ◆ Invaluable networking with policy-makers and consultants shaping reforms in Laboratory Medicine, a must for all leaders and managers!

What FiLM 2008 delegates said:

- ◆ 'FiLM retains its position as the premier laboratory strategic meeting'
- ◆ 'Best meeting yet- just keeps going from strength to strength!'
- ◆ 'Inspirational global speakers'
- ◆ 'Thought provoking and stimulating discussion on topical subjects'

FiLM 2009 is sponsored by:

