AHA/Psych Conference Call in relation to the (LEAN approach)
March 25, 2010

Title of Presentation:

Alignment of Lean Management Process to Quality and Safety in an Academic Community Hospital

Executive Summary:

Beyond the mission of providing psychiatric care, teaching, and clinical research in a General Hospital Academic setting we are challenged with identifying new opportunities to bring added value to our Health System against a background of limited resources. We will address three quality improvement projects using the combination of lean methodology (John Shook), and the 8 steps for change (John Kotter) to demonstrate the standardized activities we developed to improve access to care. The results show improved access to care, in our psychiatric programs, while at the same time, creating a positive impact in facilitating improved access to care in our medical/surgical inpatient units and emergency dept.

The speakers and topics will be as follows:

1) Ronald Swinfard, M.D., FACP, Chief Medical Officer, Lehigh Valley Health Network will offer opening comments regarding the Lean Methodology as a tool and how it aligns with the delivery of evidence based care at our Academic Tertiary Care Health Network.

2) Michael W. Kaufmann, M.D., Chair of Department of Psychiatry, Lehigh Valley Health Network, will introduce the three projects and provide the background for their implementation.

3) Ralph Primelo, M.D., Vice Chair of Quality Assurance & Division Chief for Consultation Liaison Psychiatry, Lehigh Valley Health Network, will address the Quality Improvement Project of patient transfers from medical/surgical units to inpatient psychiatry.

4) Laurence P. Karper, M.D., Vice Chair of Inpatient Psychiatry Division, Lehigh Valley Health Network, will talk about the inpatient ancillary/tests reduction project.

5) Muhamad Aly Rifai, M.D., FACP, FAPM, Medical Director, Behavioral Health Emergency Services, Lehigh Valley Health Network, will speak about the LOS reduction project.

6) Edward R. Norris, M.D., Vice Chair of Education and Research & Chair of the Medical Student Clerkship Council at Lehigh Valley Health Network, will briefly discuss the opportunities to teach Lean Methodology to medical students.

The presentation will next follow with comments by:

7) Debbie Salas-Lopez, M.D., MPH, FACP, Chair Department of Medicine, Lehigh Valley Health Network.

8) David B. Burmeister, D.O., FACEP, Medical Director, Emergency Department, Lehigh Valley Health Network, on interdisciplinary collaboration and benefits of these three projects from their perspective.

During the discussion period, we will also be joined by:

9) Gail R. Stern MSN, PMH CNS.-BC, Administrator for the Department of Psychiatry, Lehigh Valley Health Network.

10) David Dylewski, MS, Assistant Administrator of Psychiatry for Ambulatory Care Services, Lehigh Valley Health Network.

11) D. James Ezrow, LCSW, Assistant Administrator for Inpatient Psychiatry, Lehigh Valley Health Network.

12) Rosanne Teders, LCSW, BCD, Director of Psychiatric Emergency Services, Lehigh Valley Health Network

13) Courtney B. Vose, RN, MSN, CEN, Administrator, Patient Care Services, Lehigh Valley Health Network.