

Siemens Healthcare Diagnostics, the leading clinical diagnostics company, is committed to providing clinicians with the vital information they need for the accurate diagnosis, treatment and monitoring of patients. Our comprehensive portfolio of performance-driven systems, unmatched menu offering and IT solutions, in conjunction with highly responsive service, is designed to streamline workflow, enhance operational efficiency and support improved patient care.

Product availability may vary from country to country and is subject to varying regulatory requirements. Please contact your local representative for availability.

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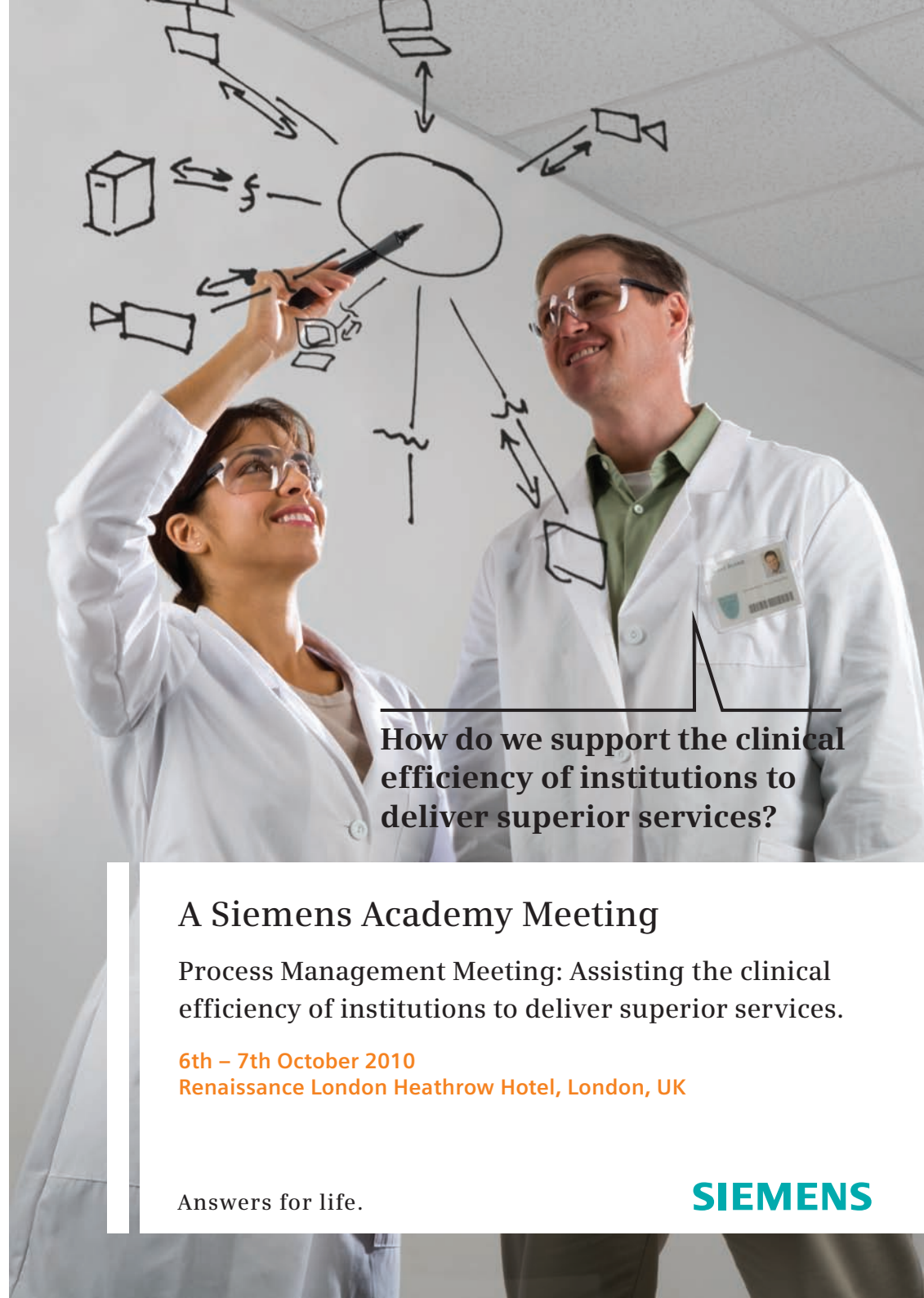
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**How do we support the clinical efficiency of institutions to deliver superior services?**

## A Siemens Academy Meeting

Process Management Meeting: Assisting the clinical efficiency of institutions to deliver superior services.

**6th – 7th October 2010**  
**Renaissance London Heathrow Hotel, London, UK**

Answers for life.

**SIEMENS**

Siemens Academy Process Management Meetings provide an opportunity for laboratory managers, directors and consultants to network and share best practice with peers in an interactive environment.

Our panels of international and UK based speakers discuss real life examples of how to implement efficient workflow and produce positive process outcomes that can be brought to the pathology environment. Moving away from strict theory, delegates will absorb practical advice and share experiences of workflow efficiency gains and common challenges that laboratories face.

*"This meeting is all about taking an international perspective and learning that the same issues exist all over the world regardless of the country you work in. It's also important to stress that many of the solutions for efficient workflow are already out there and can be easily applied – it's just a case of adapting them to suit local and personal laboratory needs."*

Dave Ricketts, North Middlesex University Hospital NHS Trust

*"All over the world, healthcare costs are rising. By reducing turnaround time in the laboratory, patients can get an earlier diagnosis. This leads to a faster implementation of treatment and ultimately less time in hospital, reducing costs in the long term. Everyone in the workflow chain has a valuable role to play in producing a result."*

Dr. Ross Millin, Consultant Histologist at PathCare South Africa

*"Workflow in the pathology department has never been particularly planned – it has evolved over a number of years. This means that more efficient ways of working have not necessarily come to the fore, and perhaps are not even obvious without close study. In the last six years we have lost 30% of our workforce, workload has gone up 30% and yet we've still managed to improve turnaround time – this is due to making sure our workflow and technology is working together in the most efficient and harmonious way."*

Mike Bosomworth, Leeds and Bradford Teaching Hospitals NHS Trusts

## Registration

We look forward to welcoming you to the Autumn 2010 Process Management Meeting. Delegates wishing to attend should register their interest on-line at:

Website: <http://www.genesisadoration.com/pmm.php>  
Password: mshmcpc

Subsequent to registration, your local company representative will confirm your attendance and other supporting details as needed. Attendance to the meeting is limited due to venue capacities.

For more information, please contact Margaret Pope, Healthcare Solutions Manager, UK, on +44 (0) 79 212 47987.

## Wednesday 6th October

- 13:00 – 13:15** Opening address - *Stewart Hutton, Siemens Healthcare Diagnostics*  
**13:15 – 14:45** Plenary session  
13:15 – 13:45 Achieving and maintaining predictability in the anatomical Pathology Laboratory. *Dr Ross Millin, PathCare, South Africa*  
13:45 – 14:15 HbA1c - Lean for the patient, the referring physician or the hospital laboratory? *Dr Klaus Schipper, MD MSc Lean Master Black Belt, Viborg Hospital, Denmark*  
14:15 – 14:45 Developing automation using a Lean approach. *Johan Geijer, Unilabs, Sweden*  
**14:45 – 15:00** Network break  
15:00 – 15:30 Process improvement in an Oncology patient pathway. *Mr Conor O'Malley, Leeds University Hospital, England*  
15:30 – 16:00 Effective and efficient phlebotomy services. *Dr Jose Bedini, Clinico Barcelona, Spain*  
**16:00 – 17:00** Break out theory sessions
- Fundamental critical improvement tools  
*Alistair Forrest, Siemens Healthcare Solutions*
  - Advanced process techniques  
*Lee Coppin, Siemens Healthcare Solutions*
  - Process and people  
*Margaret Pope, Siemens Healthcare Solutions*
- 17:00 – 17:30** Summary - Chairs: *Mr David Ricketts and Dr Klaus Schipper*

Please note the evening event is a James Bond Casino Night. Black Tie dress is preferable.

## Thursday 7th October

- 09:00 – 09:15** Opening - *Stewart Hutton*  
09:15 – 10:30 Workshops – Your process journey:
- How to begin
  - Sustaining improvements
  - Team and champion development
- 10:30 – 10:45** Network break  
10:45 – 11:15 A predictable automation journey - ensuring you realise the full potential of your laboratory automation investment. *Wilhelm Boshoff Pr.Eng., LTS, South Africa*  
11:15 – 11:45 Quest for improving quality indicators: Learning a Community Hospital Laboratory through two generations of automation. *Marilyn Nelson, Ingalls Memorial Hospital, Harvey, IL, USA*  
11:45 – 12:30 "The incredible journey". *Lean Team, Queen Elizabeth Hospital, King's Lynn, England*  
**12:30 – 13:30** Lunch  
13:30 – 14:00 The journey – implementing Lean in Specialist Biochemistry: King's College Hospital experience. *Colin Stone, King's College, London, England*  
14:00 – 14:30 The role of Six Sigma in improving the interface between A&E and the Laboratory. *Six Sigma Team, Aberdeen Royal Infirmary, Scotland*  
14:30 – 15:00 Application of the Lean - Six Sigma approach to a large academic core Laboratory. *Prof. Marianne Philippe, Cliniques Universitaires Saint-Luc, Brussels, Belgium*  
15:00 – 15:30 Bringing transparency to Laboratory costings. *Speaker TBC*  
**15:30 – 15:45** Network break  
15:45 – 16:15 Benchmarking information: A universal language for helping manage service improvement. *David Holland, Keele Benchmarking, Keele, England*  
16:15 – 16:45 Automating process improvement. *Darren Sher, Siemens Healthcare Diagnostics*  
**16:45 – 17:00** Close – Chairs: *Mr David Ricketts and Dr Klaus Schipper*