



MAPPING THE FUTURE.

TAMPA BAY CONVENTION CENTER

JULY 19-22, 2009

REGISTER

↳ WWW.AHRMM09.ORG



AHRMM09



47th Annual Conference & Exhibition



47th Annual Conference & Exhibition

TABLE OF CONTENTS

Educational Tracks	3
Schedule "At-A-Glance"	4-5
AHRMM Membership	6
Annual Conference	
Education Committee	6
Featured Presenters	7
Learning Labs Agenda	8-9
Detailed Program Schedule	10-26
Pre-Conference:	
Sunday, July 19	10-11
Day One:	
Monday, July 20	12-17
Day Two:	
Tuesday, July 21	18-23
Day Three:	
Wednesday, July 22	24-27
The Exhibition	28
Travel Information	29
General Conference Information	30
Conference Registration Form	31-34
Conference Sponsors	35

MAPPING THE FUTURE

Are you ready to chart the course through these ever-changing economic times?

Now more than ever, as a supply chain professional you can take the lead and show your organization how to implement creative ideas that save significant dollars. Join us in Tampa, Florida at AHRMM09 to network with other leaders and acquire tools to help you navigate through the uncertain economic climate and successfully map the future of your healthcare supply chain. At AHRMM09, you will:

- Receive information on current healthcare supply chain trends, issues and best practices
- Take away lessons learned from experts in the healthcare and materials management field
- Network with colleagues from around the world
- View the latest marketplace solutions in AHRMM's ever-expanding exhibition

Who should attend?

AHRMM09 offers education for professionals at all levels within the healthcare supply chain, including:

- Materials and supply chain vice presidents, directors, and managers
- Support services
- Clinical resource managers
- Contract administrators
- Military logisticians
- Purchasing managers and professionals
- Chief financial/resource officers
- Operating room buyers
- Central service and supply
- Senior administrators (CEOs, COOs, etc.)
- Healthcare suppliers/manufacturers
- Healthcare I-Commerce and MMIS
- Consultants and contract support services
- Healthcare supply chain students
- And more



REGISTER NOW AT

www.ahrmm09.org

EARLY BIRD RATES END

↳ MAY 8, 2009

Continuing Education Credits

PROGRAM	CONTACT HOURS	CEUS
Annual Conference	12.5	1.25
Anatomy of Materials Management	4	0.4
CMRP Overview	4	0.4
Materials Management 101	4	0.4
Materials Management 201	4	0.4
Six Sigma	7.25	0.725

FELLOW CRITERIA

4 points

RENEWING FELLOW

3 points

NURSING CREDITS

Applied for in the Clinical Resource Management Track.

Presenting Sponsors:





LEARN

Educational Tracks

AHRMM09 HAS BEEN ORGANIZED into eight tracks to help make your experience as meaningful as possible. Whether you are looking to develop new skills, enhance your existing knowledge or simply want a career boost, AHRMM09 has been developed so you can create a customized schedule that fits your own educational needs.

Learning Lab sessions are presented at Basic **[B]**, Intermediate **[I]**, or Advanced **[A]** levels. View the Learning Labs Agenda on pages 8–9 and the Detailed Program Schedule on pages 10–27 for further details.

↳ DISTRIBUTION

Learn how efficient inventory control and distribution systems are essential to supply chain management. Today, rapidly rising costs make it important for healthcare facilities to have a program that includes appropriate inventory reduction, supply utilization review, customer service programs, evaluation and reduction in waste, constant information systems improvements, and more.

↳ FINANCE

Gain knowledge of finance and budgeting concepts as they relate to your overall organization and become more successful than ever before. In most facilities, the board of trustees is the final decision makers on how the budget is to be spent. A working knowledge of finance and operating budgets will assist you to better understand your organization's overall picture. This track focuses on how the supply chain can affect and impact the operating budget as well as daily spending decisions.

↳ TECHNOLOGY SOLUTIONS

Keep up with the latest advancements in healthcare technology and stay at the top of the field. In today's market, information technology (IT) is crucial to every organization's success. It has made purchasing, automation, improving efficiencies, and e-Commerce much easier and more important than ever before. This track focuses on how the field can and will benefit from the IT evolution.

↳ PURCHASING

Discover how the complete acquisition process of goods, equipment, and services required for the operation of healthcare facilities can be both timely and cost-effective. This track covers core principles of requisition, sourcing, negotiation, ordering, and more.

↳ STRATEGIC PLANNING

Plan with a strategic mindset and the future belongs to you. This track will help you better understand the basics of three principles: customer service, strategic planning, and quality management. Material departments exist to satisfy and support their customers. Therefore, it is critical to understand customer's needs or quality service will not be provided.

↳ CLINICAL RESOURCE MANAGEMENT (CRM)

Focus on the clinical, financial, and materials strategies needed to meet the demands of quality patient care, changes in technology, and increased savings opportunities. With this knowledge, you will excel in day-to-day supply cost management and physician preference ordering. This track covers key areas of clinical resource management as it relates to the healthcare supply chain.

↳ PROFESSIONAL DEVELOPMENT

Acquire new skills specific to supply chain management and your overall career development. This track covers public speaking and presentation skills, leadership, time and stress management, and much more.

↳ GS1 STANDARDS

Learn how GS1 standards regulate operations between all trading partners in the healthcare supply chain. This track covers global supply chain standards overview, the benefits to be gained, industry progress report, and getting started workshops.

SCHEDULE "AT-A-GLANCE"

ALL EVENTS TO BE HELD AT THE TAMPA CONVENTION CENTER UNLESS NOTED OTHERWISE.

[\$] Symbol is displayed throughout this brochure to indicate that the program is not included in the Full-Conference Registration. A separate registration fee applies to attend.

PRE-CONFERENCE

Sunday, July 19

13TH ANNUAL GOLF TOURNAMENT **[\$]**

SHOTGUN START: 7:00 AM
TITLE SPONSOR: MCKESSON

ONSITE CONFERENCE REGISTRATION

8:00 AM – 8:00 PM

CYBER STATION

8:00 AM – 8:00 PM
SPONSOR: OMNICELL

CMRP OVERVIEW **[\$]**

8:30 AM – 12:30 PM

LEAN MANAGEMENT SIMULATION: USING LEAN MANAGEMENT TO IMPROVE QUALITY AND ENHANCE EFFICIENCY IN HEALTH CARE ORGANIZATIONS **[\$]**

8:30 AM – 4:30 PM
SESSION IS LIMITED TO 20 PEOPLE. LUNCH INCLUDED.

MATERIALS MANAGEMENT 101 **[\$]**

8:30 AM – 12:30 PM

AHRMM INFORMATION DESK & BOOKSTORE

12:00 PM – 5:00 PM

ANATOMY OF MATERIALS MANAGEMENT **[\$]**

1:30 PM – 4:00 PM

MATERIALS MANAGEMENT 201 **[\$]**

1:00 PM – 5:00 PM

FIRST-TIME ATTENDEE & NEW MEMBER ORIENTATION

5:00 PM – 6:00 PM
Cash bar & light hors d'oeuvres served.

WELCOME RECEPTION

6:00 PM – 7:30 PM
Cash bar & light hors d'oeuvres served.

DAY ONE

Monday, July 20

ONSITE CONFERENCE REGISTRATION

7:00 AM – 2:30 PM

COMPLIMENTARY COFFEE & ROLLS

7:30 AM – 8:30 AM

CYBER STATION

7:30 AM – 5:30 PM
SPONSOR: OMNICELL

AHRMM INFORMATION DESK & BOOKSTORE

7:30 AM – 5:30 PM

OPENING GENERAL SESSION & KEYNOTE ADDRESS

8:30 AM – 10:00 AM
SPONSOR: KIMBERLY-CLARK

REFRESHMENT BREAK

10:00 AM – 10:15 AM

LEARNING LAB 1

10:15 AM – 11:30 AM

EXHIBIT HALL OPEN

11:30 AM – 3:00 PM
LUNCH INCLUDED.

LEARNING LAB 2

2:45 PM – 4:00 PM

ROUNDTABLE DISCUSSION

AHRMM Chapters: Strengthening Your Local Chapter
3:00 PM – 5:00 PM

RFID ROUNDTABLE DISCUSSION

3:00 PM – 5:30 PM

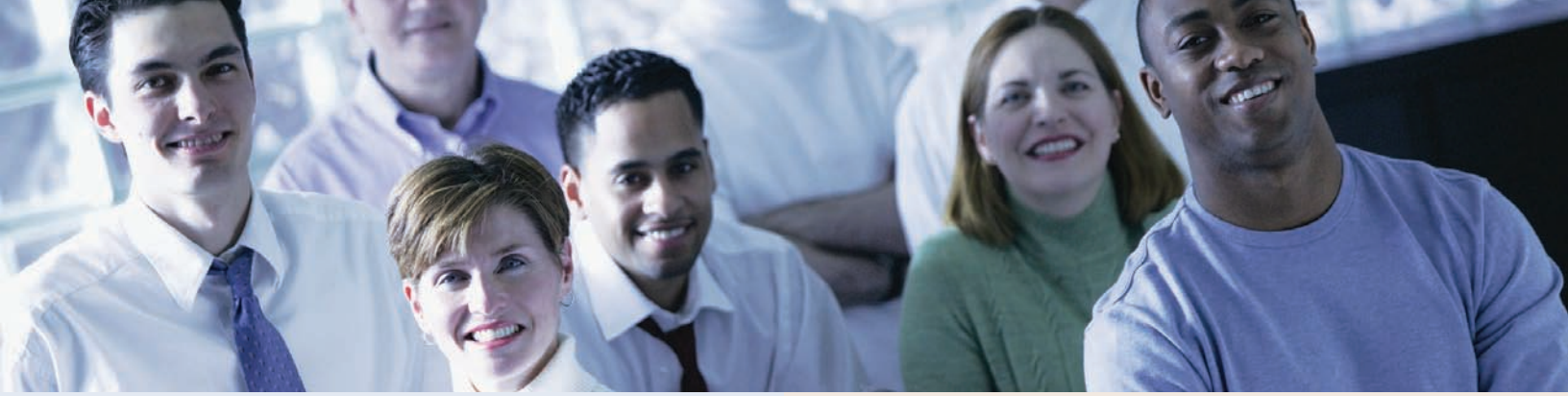
REFRESHMENT BREAK

4:00 PM – 4:15 PM

LEARNING LAB 3

4:15 PM – 5:30 PM

OPEN EVENING



DAY TWO

Tuesday, July 21

COMPLIMENTARY COFFEE & ROLLS

7:00 AM - 7:30 AM

ONSITE CONFERENCE REGISTRATION

7:15 AM - 1:30 PM

LEADERSHIP & ACHIEVEMENT BREAKFAST

7:15 AM - 8:45 AM

BY INVITATION ONLY: AHRMM COMMITTEE AND TASK FORCE MEMBERS, CHAPTER PRESIDENTS AND PRESIDENTS-ELECT, AND AHRMM FELLOWS

CYBER STATION

7:30 AM - 4:30 PM

SPONSOR: OMNICELL

AHRMM INFORMATION DESK & BOOKSTORE

7:30 AM - 4:30 PM

LEARNING LAB 4

7:30 AM - 8:45 AM

GENERAL SESSION & MEET THE PRESIDENTIAL CANDIDATES

9:00 AM - 10:30 AM

SPONSOR: ETHICON, INC.

EXHIBIT HALL OPEN

10:00 AM - 1:30 PM

LUNCH INCLUDED.

BREAK

1:30 PM - 1:45 PM

LEARNING LAB 5

1:45 PM - 3:00 PM

REFRESHMENT BREAK

3:00 PM - 3:15 PM

LEARNING LAB 6

3:15 PM - 4:30 PM

BUCCANEER BASH

6:00 PM - 8:30 PM

Cash bar offered & hors d'oeuvres served

DAY THREE

Wednesday, July 22

COMPLIMENTARY COFFEE

7:30 AM - 8:00 AM

ONSITE CONFERENCE REGISTRATION

7:30 AM - 10:30 AM

CYBER STATION

7:30 AM - 11:00 AM

SPONSOR: OMNICELL

AHRMM INFORMATION DESK & BOOKSTORE

7:30 AM - 11:00 AM

LEARNING LAB 7

8:00 AM - 9:15 AM

REFRESHMENT BREAK

9:15 AM - 9:30 AM

LEARNING LAB 8

9:30 AM - 10:45 AM

CLOSING GENERAL SESSION KEYNOTE ADDRESS

11:00 AM - 12:00 PM

JOIN

AHRMM Membership

As a busy healthcare professional, everyday deadlines often leave you little time for professional development. AHRMM understands your time is limited and valuable, so we've made joining as easy as 1-2-3. You can join AHRMM now using the Conference Registration Form on the following pages, or you can join online at www.ahrmm.org.

It's worth your time to become a member, as AHRMM provides you with the essential tools you need to excel in the field: education, professional information, support, networking, and resources – all from one reliable source.

- Special discounts AHRMM09 registration rates
- Educational scholarships: AHRMM09 Conference and CMRP Certification
- Complete access to the AHRMM website: Member Directory, ListServ, RFP Library, and Knowledge Center
- Supply Chain Strategies & Solutions, the bi-monthly member newsletter
- Full access to the Career Center, including weekly job alert email notifications
- AHRMM eNews, the weekly e-newsletter
- AHRMM Salary Survey Report
- Special reports and updates on the latest happenings in the healthcare field
- Discounts on AHRMM educational programs and resources
- And more!

www.ahrmm09.org

AHRMM, an affiliate of the American Hospital Association, is the premier organization for executives in the healthcare supply chain. Founded in 1962, AHRMM prepares its members to contribute to the field and advance the profession through leadership, education, networking, and resources.

ANNUAL CONFERENCE EDUCATION COMMITTEE

Thank you Committee members for dedicating your time and efforts to make the AHRMM09 Conference & Exhibition a huge success!

Becky Daniel, CPHM (Chair)
Regional Director Supply Chain Management
TEXAS HEALTH RESOURCES

Cindy Christofanelli
Director, Value Analysis
MEMORIAL HEALTH SYSTEM

Shanna Oberbeck
Purchasing Manager
SACRED HEART MEDICAL CENTER

Jeffrey Wagner (Vice Chair)
Vice President
MIDMICHIGAN HEALTH

Mary Jo Felix, CMRP
Director of Materials
NCH HEALTHCARE SYSTEM

Denise Purpura
Purchasing Manager
VIAHEALTH

Ray M. Moore (Past Chair)
Pharmacy Contracts Manager
PEACEHEALTH

Kevin Goos
Purchasing Manager
AVERA MCKENNAN HOSPITAL &
UNIVERSITY HEALTH CENTER

Michael Rosenblatt
Corporate Vice President, Supply Chain Management
SSM HEALTH CARE

Donna Bean, CMRP
Director of Materials Resource Management
CHI/HOLY ROSARY MEDICAL CENTER

Sue Jacobs
New Tech & Implementation Coordinator
SCOTTSDALE HEALTH

Gregg Stepp
Director, Material Services
TEXOMA MEDICAL CENTER

Richard Blackburn, CMRP
Director
CAROMONT HEALTH

Larry Murphy, CMRP
Director, Materials Management
EAST TENNESSEE CHILDREN'S HOSPITAL

Nita Stith, CMRP
Assistant Vice President, Operations/Logistics
Supply Chain Management
CENTURA HEALTH

FEATURED PRESENTERS

General Sessions



OPENING KEYNOTE ADDRESS

Nobody Moved Your Cheese **Ross Shafer**

SPONSOR: KIMBERLY-CLARK

AS A SMALL TOWN PET SHOP MANAGER TURNED SIX-TIME EMMY AWARD WINNING COMEDIAN AND WRITER, Ross Shafer is a fierce proponent of taking responsibility for what happens in your life – and being accountable for the outcome. Ross is blunt about this, “You are the leading expert on YOU. Nobody cares more about your life and your career than you do. Nobody has a foolproof solution for you; except you. It’s time we all decided that ‘Success is our own fault.’ Start believing in (and using) your unique talents and stop making excuses for your failures.”

Ross Shafer touches on five key points during this motivational and entertaining keynote address.

1. Taking Responsibility for your Success Guarantees a Long Term Career.
2. The Amazing Powers of Focus and Detail are Cliché but Chillingly Accurate.
3. Impress Your Customers and They will Accelerate Your Career for You.
4. Exploit Other People’s Talents for Their Benefit and You Win, too.
5. Making a Living is What You Get. Making a Life is What You Give.

↳ BOOK SIGNING

Ross Shafer will hold a special book signing immediately following Monday, July 20 Learning Lab 1 from 11:30 am to 1:00 pm.



Jodi Chambers, M.D., FACS,
Chief Medical Officer,
Centura Health, Denver, CO



Nick Sears, M.D.,
Chief Medical Officer, MedAssets, Inc,
Tampa, FL



CLOSING KEYNOTE ADDRESS

Plan.Brief.Execute.Debrief=WIN! **A Fighter Pilot’s Secret to Business Success** **AfterBurner**

JOIN US FOR THIS HIGH ENERGY PRESENTATION ABOUT HOW FIGHTER PILOTS OPERATE IN A COMBAT ENVIRONMENT – and how to apply those lessons to business. You will see rare cockpit footage and state-of-the-art computer graphics and walk away with real tools you can use on the job every day.

The Flawless Execution ModelSM consists of four steps:

1. Plan – Learn how Fighter Pilots prepare for a mission using the Six Steps to Combat Mission PlanningSM
2. Brief – Learn to communicate the Plan so your team can execute flawlessly.
3. Execute – Eliminate performance draining task saturation
4. Debrief – Implement nameless/rankles feedback sessions inside your team to guarantee maximum learning.



General Session **Panel Discussion** **Engaging Physicians**

SPONSOR: ETHICON, INC.

Marlon Priest, M.D.
Senior Vice President/Chief Medical Officer
Bon Secours Health System, Inc.

To address the burgeoning challenge of emerging medical technologies, balancing positive patient outcomes, and management of healthcare costs, AHRMM has brought together a panel of physician leaders and subject matter experts from across the country to share proven tactics for engaging physicians in the supply chain process. The panel will share their experiences and strategies for practical use within your organization that will create lasting change. This general session will offer everyone the opportunity to pose questions and receive valuable insight into the physician community which may be applied to supply chain management and expense management initiatives.

LEARNING LABS AGENDA

Learning Lab 1
MONDAY, JULY 20
10:15 am – 11:30 am

Learning Lab 2
MONDAY, JULY 20
2:45 pm – 4:00 pm

Learning Lab 3
MONDAY, JULY 20
4:15 pm – 5:30 pm

Learning Lab 4
TUESDAY, JULY 21
7:30 am – 8:45 am

DISTRIBUTION

1.1 Application of Six Sigma to Inventory Management **[I]**

3.1 The Economic Downturn: Impacts on the Healthcare Supply Chain **[I]**

4.1 Dietary Service Optimization and Cost Reduction **[A]**

FINANCE

1.2 Materials and Finance Working Together **[A]**

2.1 Linking Supply Chain with the Revenue Cycle **[I]**

3.2 How is Your Supply Chain Operations Functioning **[I]**

4.2 Supply Chain Transformation - Case Study **[A]**

TECHNOLOGY SOLUTIONS

1.3 Technology Management as a Supply Chain Strategy **[A]**

2.2 Extend Your ERP: Lessons from a \$7B IDN **[I]**

4.3 With Data Be Fearless in the Face of Transparency **[I]**

PURCHASING

1.4 Best Practices for Managing Capital Spending **[I]**

2.3 Supplier Credentialing and Management **[B]**

3.3 We Can't Control the Wave but We Can Learn to Surf **[I]**

4.4 340B RX Program: What Inquiring Minds Want to Know **[I]**

1.5 Growing Green: Starting an Environmentally Preferable Purchasing (EPP) Program **[B]**

2.4 Reverse Energy Auction: Go Green, Save Money **[B]**

STRATEGIC PLANNING

1.6 2009 Supply Chain Survey - RN& RN Executive Satisfaction **[A]**

2.5 The Growth of "Self Contracting" Is it for You? **[I]**

3.4 The FDA and UDI: Application and Integration **[I]**

4.5 Still More Best Practices in Materials Management **[I]**

1.7 Supply vs. Labor Cost Calculations **[A]**

CLINICAL RESOURCE MANAGEMENT

1.8 OSHA and Supply Chain **[B]**

2.6 Lessons Learned in Supply Chain Cost Reduction **[I]**

3.5 Spine Surgery – Cash Cow or Mad Cow **[A]**

4.6 Are You Using Your Value Analysis Process to Put the Cart Before the Horse? **[I]**

** Nursing credits applied for all sessions in the CRM track.*

PROFESSIONAL DEVELOPMENT

1.9 Is Your Business Staying Relevant? **[B]**

2.7 Focusing on What Really Matters: Let's Get Real **[I]**

3.6 Advancing Your Career: Resume and Interview Skills **[B]**

GS1 STANDARDS

1.10 Are You Ready for the Three G's? **[B]**

2.8 Implement Data Standards Now! **[I]**

3.7 GS1 Data Standards in Healthcare: Industry Progress Report **[I]**

ALL EVENTS TO BE HELD AT THE TAMPA CONVENTION CENTER UNLESS NOTED OTHERWISE.

IN CERTAIN INSTANCES CONTENT MAY SPAN MULTIPLE LEVELS

[\$] **Additional Fee Required:** Symbol indicates additional fees apply for attending the program/event beyond the Full Conference registration rate. Please see the Conference Registration Form for applicable rates and registration. Attendance for some events is limited and will be filled on a first-come, first-served basis.

Learning Lab 5

TUESDAY, JULY 21

1:45 pm – 3:00 pm

5.1 VMI and JMI: New Paradigms in Inventory Management **[A]**

5.2 Creating and Sustaining a Lean-Cost Conscious Cult **[I]**

5.3 Evidence-Based Technology Planning and Acquisition **[B]**

5.4 Purchasing Cards: Solutions with Plastic **[I]**

5.5 The Hard Cash Facts About Supply Chain Automation **[A]**

5.6 You're the Proud Owner of a Brand New Clinic/Service **[I]**

5.7 2009 Supply Chain Survey - RN& RN Executive Satisfaction **[A]**

5.8 Never Events and Pay for Performance **[A]**

5.9 The Untapped Resource (Military Logisticians) **[I]**

5.10 Global Location Number (GLN) Getting Started Workshop **[B]**

Learning Lab 6

TUESDAY, JULY 21

3:15 pm – 4:30 pm

6.1 Designing a 100 Bed Mobile Field Hospital and ER **[A]**

6.2 Vendor Managed Inventory – When and How **[A]**

6.3 Environmental Metrics and Prioritize Cost-Savings **[I]**

6.4 Optimizing Clinical Value Contracting Performance **[I]**

6.5 Paying What You Expected **[B]**

6.6 Hands-On Lean Projects for Materials **[B]**

6.7 Gaining Ground: The Power of Enfranchising Physicians **[I]**

6.8 Hurricane Implant Hits Lee Memorial **[A]**

6.9 From Materials Manager to Supply Chain Executive **[I]**

6.10 Global Trade Item Number (GTIN®) Getting Started Workshop **[B]**

Learning Lab 7

WEDNESDAY, JULY 22

8:00 am – 9:15 am

7.1 Transforming a Laboratory Supply Chain **[A]**

7.2 Hospital Insolvency: The Looming Crisis and You **[A]**

7.3 Driving High Impact Supply Chain Improvement **[I]**

7.4 The High Cost of "Dirty Data" and What To Do About It **[I]**

7.5 Capital Acquisition Program a Win-Win **[I]**

7.6 The State of Healthcare Logistics **[I]**

7.7 You're the Proud Owner of a Brand New Clinic/Service **[I]**

7.8 LOST: A Supply Chain Adventure to Recapture Lost Revenue **[I]**

7.9 In Pursuit of Excellence **[I]**

7.10 Global Data Synchronization Network (GDSN®) Getting Started Workshop **[B]**

Learning Lab 8

WEDNESDAY, JULY 22

9:30 am – 10:45 am

8.1 Q² = Quantity and Quality **[I]**

8.2 Boost Your Bottomline with TCO Capital Equipment Planning **[I]**

8.3 Procure-to-Pay: Best Practices in Automating the Supply Chain **[I]**

8.4 Saving Big Green By Focusing on Sustainability **[B]**

8.5 Still More Best Practices in Materials Management **[I]**

8.6 Successful Tactics for Orthopedic Price Leveling **[A]**

8.7 Spine Surgery - Cash Cow or Mad Cow **[A]**

8.8 Zen Commute: Your Daily Journey to Enlightenment **[B]**

8.9 Traceability in the Hospital... Moving from Guessing to Knowing **[B]**

[B] Basic: Program addresses fundamental concepts. For professionals with limited experience or knowledge related to a specific topic.

[I] Intermediate: Program addresses concepts and initiatives applied within specific healthcare contexts to achieve measurable results. For professionals with greater depth of experience within a specific topic.

[A] Advanced: Program addresses complex initiatives or concepts that can be difficult to implement or duplicate. For experienced professionals to yield "food for thought" and insights into "what if" scenarios.

PRE-CONFERENCE

SUNDAY, JULY 19 Pre-Conference

13th Annual Golf Tournament [\$]

SHOTGUN START: 7:00 AM
Saddlebrook Resort - Tampa
TITLE SPONSOR: MCKESSON

Arrive early in Tampa for the Conference's most popular event. This year's tournament will be held at Saddlebrook Resort which features two of Florida's most picturesque and playable golf courses. Each one incorporates wilderness areas full of cypress, pines, palms and wildlife. Wherever you go, you'll discover rolling fairways and perfectly maintained greens. Whether you are a scratch golfer or weekend warrior, both of the 18-hole Arnold Palmer signature courses will reward your best efforts.

Registration includes transportation, golf goody bag, driving range access, continental breakfast, lunch, drink tickets, and awards ceremony. Due to the event's popularity, registration is limited and will be assigned on a first-come, first-served basis. For registration information, please see the Conference Registration Form.

Proceeds from the Annual Golf Tournament benefit charitable organizations, including Project Perfect World Foundation, a 501(c)3 charitable organization founded by AHRMM to serve the medical needs of children in third world countries.

Onsite Conference Registration

8:00 AM – 8:00 PM

Cyber Station

8:00 AM – 8:00 PM
SPONSOR: OMNICELL

CMRP Overview [\$]

8:30 AM – 12:30 PM

The Certified Materials Resource Professional (CMRP) is the premier national credential based on a sound assessment that provides you distinction in an increasingly competitive marketplace. Eligibility requirements include a blend of education and experience in addition to taking and passing the 110-question CMRP Examination. This exam tests your knowledge on the tasks that are performed regularly in practice and are considered important to competent practice in the healthcare supply chain field. This session, taught by peers who have recently become certified, is a four-hour refresher course to become better prepared to take the examination. It covers the six core content areas of the exam – Purchasing/Product Value Analysis, Inventory Distribution Management, Support Services, Information Systems, Finance, and Strategic Planning/Leadership – and provides helpful

test-taking tips. Previous attendees have found it to be an invaluable review tool in helping them succeed on the examination.

Dave Hinkle, CMRP, MHA, MPA, FACHE, Senior Director, VHA Supply Chain Custom Services, Erial, NJ

Rande Medwed, CMRP, Senior Director, VHA Supply Chain Custom Services, Middleton, MA

Annette Pummel, RN, CMRP, Senior Director, VHA Supply Chain Customer Services, Atchison, KS

Lean Management Simulation: Using Lean Management to Improve Quality and Enhance Efficiency in Health Care Organizations [\$]

8:30 AM – 4:30 PM

Reduce cost and waste. Improve quality. Enhance patient, staff and physician satisfaction. Deliver breakthrough health care process improvements. Sound like familiar challenges? Learn how to meet these challenges and more at this innovative workshop that uses a live simulation to help healthcare supply chain professionals understand how application of the basic principles of lean management can yield process improvements that enhance quality and achieve cost efficiencies in health care organizations. Topics include identifying and reducing waste in health care processes, recognizing value-added vs. non-value-added processes, and using basic lean techniques to drive out waste and reduce cost. Practical strategies and methods for introducing lean management into your organization and sustaining the effort will be highlighted. Numerous case examples and practical applications from several organizations will be presented. Lunch included.

Stephen R. Mayfield, DrHA, MBB, Senior Vice President, Quality and Performance Improvement, American Hospital Association, Chicago, IL

Frank Mewborn, PE, Director, Georgia Tech Healthcare Performance Group, Georgia Institute of Technology, Atlanta, GA

Materials Management 101 [\$]

8:30 AM – 12:30 PM

This stimulating workshop introduces the fundamentals of healthcare supply chain management to you. It's perfect for those who are new to the healthcare supply chain and experienced leaders can gain great value by using this workshop as a quick refresher course to an ever changing profession. Since its inception, this workshop has been highly rated by many professionals who have attended.

Terry Cox, CMRP, Director, Supply Chain Management, Texas Children's Hospital, Houston, TX

Amanda Llewellyn, CMRP, FAHRMM, CPM, Assistant Director, Materials Management, The John Hopkins Hospital, Havre de Grace, MD

AHRMM Information Desk & Bookstore

12:00 PM – 5:00 PM

The Anatomy of Materials Management [S]

1:00 PM – 5:00 PM

This pre-conference session is designed to take the mystery out of physician preference items: those areas of high-end clinical preference that are also the most costly and most often the products that Materials has little if any involvement. Taking the mystery out of how products are utilized is the first step for supply chain professionals to become better informed to assist in financial management and standardization of these high-end procedures. The session will focus on cardiac catheterization, cardiac stents, and cardiovascular surgery products (i.e. pacers, AICDs, valves, graphs, and rings), as well as discuss those involved in hip and knee replacement and spine procedures. The session will also review the anatomy of the human body and how and where the products purchased are utilized. Featuring hands-on demonstrations of products, the session will be led by nurses who are subject matter experts in supply cost reduction.

Dee Donatelli, RN, CMRP, FAHRMM, *Vice President, Supply Chain Custom Services, VHA, Newton, KS*

Zee Robertson, *Senior Director, Clinical Specialty Services, VHA, Newton, KS*

Patricia Tyson, Vice President, *Clinical Specialty Services, Goodroe Healthcare Solutions, Atlanta, GA*

Materials Management 201 [S]

1:00 PM – 5:00 PM

This four-hour session is part of a series of seminars directed at fine tuning the education of managers or directors who are seeking to hone their professional knowledge. The way to become a seasoned professional is to sit with others and gain the benefit from their experiences under the direction of an AHRMM educator. The seminar concentrates on the six areas of materials management: purchasing, distribution, technology solutions, finance, strategic planning, and support services but is not limited to these areas. You will also learn how to understand and prepare Return on Investment (ROI) worksheets, Excel spreadsheets, and realization schedules as well as how to further develop leadership and management skills. This seminar series is also focused on helping the attendee prepare for the CMRP exam.

Robert H. Perry, MBA, FAHRMM, *Senior Consultant, MTS, Inc., Falls Church, VA*

First-Time Attendee & New Member Orientation

5:00 PM – 6:00 PM

All new members and first-time attendees are invited to meet the AHRMM Board of Directors, volunteer leaders, and AHRMM staff members. This is a great opportunity for you to learn how to become more involved in AHRMM, map out the AHRMM09 Conference, and network with other new members and first-time attendees. Event includes light hors d'oeuvres and a cash bar.

Welcome Reception

6:00 PM – 7:30 PM

Network with colleagues at the "official" welcome event for AHRMM09. Event includes light hors d'oeuvres and a cash bar.



DAY ONE

MONDAY, JULY 20 Day One

ALL MONDAY EVENTS WILL BE HELD
AT THE TAMPA CONVENTION CENTER.

Onsite Conference Registration

7:00 AM – 2:30 PM

Complimentary Coffee & Rolls

7:30 AM – 8:30 AM

An assortment of coffee and rolls will be served.

Cyber Station

7:30 AM – 5:30 PM

SPONSOR: OMNICELL

AHRMM Information Desk & Bookstore

7:30 AM – 5:30 PM



Opening General Session & Keynote Address

↳ NOBODY MOVED YOUR CHEESE

8:30 AM - 10:00 AM

SPONSOR: KIMBERLY-CLARK

In this hilarious and motivational program, Ross Shafer demonstrates why he doesn't think your cheese can be moved. Your "cheese" is the fuel that nourishes your passion and cannot be moved. He is a fierce proponent of taking responsibility for what happens in your life - and being accountable for the outcome. By using examples from his careers in show business, as an HR training film producer, and as a corporate speaker, Ross Shafer can prove how believing in (and using) your unique talents will encourage people to stop making excuses for their failures and start celebrating their successes.

Ross Shafer, *Best Selling Author*

BOOK SIGNING: ROSS SHAFER WILL HOLD A SPECIAL BOOK SIGNING IMMEDIATELY FOLLOWING MONDAY, JULY 20 LEARNING LAB 1 FROM 11:30 AM TO 1:00 PM.

Refreshment Break

10:00 AM – 10:15 AM

LEARNING LAB 1

10:15 – 11:30 AM

1.1 Application of Six Sigma to Inventory Management [1]

↳ DISTRIBUTION

Learn how the VHA Healthcare Network Upstate NY recently completed a six sigma initiative (utilizing the DMAIC — Define-Measure-Analyze-Improve-Control - model) that involved key stakeholders in defining core inventory management processes that required improvement, redefining inventory management performance standards (clinically and fiscally), and streamlining the distribution process. The pace of technological change, physician preference items, maximizing available spend, inventory utilization and budgetary constraints require that internal inventory management activities are as efficient and effective as possible.

Mark Fontaine Westhart, *Chief Logistics Officer, VA Upstate NY Healthcare System, Albany, NY*

Victor Heinrich, *President, Victor E. Heinrich & Associates, Inc., Ellicott City, MD*

1.2 Materials and Finance Working Together [A]

↳ FINANCE

Materials Management and Finance in many organizations traditionally do not have the appropriate level of coordination and cooperation necessary to ensure that expenses and revenue are synchronized. Athens Regional Medical Center recognized that with the expanded need for transparency being placed upon healthcare that a higher level of departmental linkage between these critical areas was necessary and undertook a project to make this a reality. The presenters will walk thru a case study, providing both the financial and supply chain perspective, of how Athens was able to achieve a major improvement in linkage between the cost of products and the price being charged. Enabling the organization to appropriately respond to inquiries from both inside and outside while maintaining financial integrity.

Dominique Benton, *Director, Financial Services, Athens Regional Medical Center, Athens, GA*

Joyce Waller, *Director, Material Service, Athens Regional Medical Center, Athens, GA*

Michael Neely, *President and Managing Principal, Perimeter Solutions Group, LLC, Buford, GA*

1.3 Technology Management as a Supply Chain Strategy [A]

↳ TECHNOLOGY SOLUTIONS

Technology has had a significant impact on healthcare expenses. This session will discuss the creation of a Technology Management program as part of the supply chain function in a healthcare facility, pertaining to equipment and service. The need for a technology management program, the creation of a Technology Manager role, and the integration of this process into the assessment, procurement and service of clinical equipment will be the key focus of this educational session. The impact of such a role in the area of biomedical engineering services will also be discussed. Participation with the audience concerning technology factors that influence operations and finances in their facility will also be an important component of this session.

Ali Alababneh, *Technology Manager, University Community Health, Tampa, FL*

William Stitt, *Corporate Director, Materials Management, University Community Health, Tampa, FL*

1.4 Best Practices for Managing Capital Spending [I]

↳ PURCHASING

Capital spending in healthcare is at an all-time high. Health systems are spending millions of dollars on routine and strategic capital projects that will have a significant impact on future financial performance. However, they typically have limited visibility and control of why, where, and when capital spending occurs. Comprised of 14 owned and affiliated hospitals, Wellmont Health System manages an annual capital budget of \$54M with ongoing strategic projects totaling \$200M, Capital Management at Wellmont requires complete control of the entire capital procurement cycle. Presenters will illustrate how Wellmont implemented best practices in capital management to proactively provide the right tools, on time and cost efficiently, keep capital spending on target and ultimately meet its mission of providing the best healthcare anywhere.

Keith O'Leary, *Director, VFA, Inc., Boston, MA*

Thomas Allen Archer, *System Manager of Capital Planning & Acquisition, Wellmont Health System, Kinsport, TN*

1.5 Growing Green: Starting an Environmentally Preferable Purchasing Program [B]

↳ PURCHASING

Sustainability is no longer a goal outside most hospitals. As pressures mount on our environment, materials managers are increasingly being asked to find cost effective ways to decrease their hospital's environmental footprint. This session provides an overview of what Environmentally Preferable Purchasing (EPP) is and describes the process for initiating a lasting EPP program. This presentation will also identify quick wins for a quick start and discuss how to utilize the GPO relationship to grow green while saving green across their organization. Participants will receive actionable information they can leverage across most functional areas including: facilities, food service, medical surgical products, IT and capital expansion. Possible Pitfalls will also be identified, such as 'greenwashing', and how to avoid them.

Jennifer Waddell, *Senior Director, Clinical Solutions, Novation, Dallas, TX*

1.6 2009 Supply Chain Survey – RN & RN Exec Satisfaction [A]

↳ STRATEGIC PLANNING

Results of the 2009 Owens & Minor National Executive Survey on Supply Chain Management, which focuses on Nurse Executive and Nurse Satisfaction with the supply chain. This survey quantifies anecdotal and intuitive perceptions about what are the triggers for Nurses satisfaction and dissatisfaction. This becomes increasingly important given the projection for a shortage of over 1 Million Nurses within the next 5-7 years. Can a high performance supply chain actually be a Nurse satisfier or dissatisfier? Can it support Nurse recruitment or retention? If so, it can help hospitals minimize Nurse replacement costs (overtime, search, finder's fees and \$10,000 referral bonuses, orientation & training, agency fees during vacancy, etc.). The presentation will include an examination of the responses and impact of survey findings.

Jamie C. Kowalski, *Vice President, Business Development, Owens & Minor, Milwaukee, WI*

THIS SESSION IS OFFERED AGAIN ON TUESDAY FROM 1:45 PM – 3:00 PM.

DAY ONE

1.7 Supply vs. Labor Cost Calculations [A]

↳ STRATEGIC PLANNING

While labor is currently the highest cost category at healthcare providers, supply costs continue to increase at rates that challenge the increases in labor costs. Will supply costs ever exceed labor costs? This session will present a detailed case study about the development and application of a field-tested calculator tool designed to forecast an organization's future total supply costs versus future labor costs. A demonstration of the calculator tool will be included in the session, along with details about the use of the tool at several prominent integrated delivery networks. The proper application of this tool can assist supply chain professionals today in gaining C-suite attention to the future need for increasing the strategic relevance of supply chain within healthcare providers.

Gene Kirtser, Chief Operating Officer, Resource Optimization & Innovation, Chesterfield, MO

Thomas Hughes, Executive Director, Strategic Marketplace Initiative, Scituate, MA

Vance Moore, President, Resource Optimization & Innovation, Chesterfield, MO

1.8 OSHA and Supply Chain [B]

↳ CLINICAL RESOURCE MANAGEMENT

This presentation will discuss a multi-hospital system approach to OSHA sharps safety regulations as well as the facility level requirements. Topics of discussion will include the regulations, the survey process, and supply chain's role in meeting the OSHA regulations.

Missy Eslinger, Division Clinical Resource Director, HCA Tristar Division, Nashville, TN

Rose Hooker, Supply Chain Director, Clinical Resource Manager, Summit Medical Center, Hermitage, TN

1.9 Is Your Business Staying Relevant [B]

↳ PROFESSIONAL DEVELOPMENT

This is the one question that should keep your business up at night. They used to call it "change" but that is too slow a word in this new global e-driven economy. Because Shafer speaks to over 100 organizations each year, he has a front row seat to both the best practices and the worst. He sees who's failing and who's succeeding. The organizations who constantly respond to their relevance...and keep reinventing themselves...spend a lot less time worrying about the competition and more time counting their profits. You'll leave this session with the answers and directives you'll need to stay relevant in your marketplace...today and tomorrow.

Ross Shafer, Best-Selling Author of *Nobody Moved Your Cheese*

1.10 Are You Ready for the Three G's? [B]

↳ GS1 STANDARDS

There is an industry-wide movement to implement GLNs by 2010 and GTINs by 2012 to eliminate custom location numbers and custom product numbers. Are you ready? This session introduces GLN, GTIN®, GDSN® and how they work together to help deliver the right product, to the right patient, at the right dose, by the right route, at the right time.

The three "G's" are the foundation of the GS1 System of global supply chain standards that have delivered proven results for over 35 years in the retail/grocery industries. Learn how these data standards can help improve supply chain efficiency and patient safety. Presented by GS1 Healthcare US™ experts, this how-to session provides an overview of the standards, benefits to be gained, and steps to getting started.

Doug Goldman, Director, Healthcare, GS1 Healthcare US, Lawrenceville, NJ

John Roberts, Director, Healthcare, GS1 Healthcare US, Lawrenceville, NJ

Exhibit Hall Open

11:30 AM – 3:00 PM

Luncheon served from 12:00 pm – 1:30 pm.



LEARNING LAB 2

2:45 PM – 4:00 PM

2.1 Linking Supply Chain with the Revenue Cycle [1]

↳ FINANCE

The Disciplines of Revenue Cycle Performance and Supply Chain Economics have often been seen as independent strategies of pursuit in a hospital's operating plan. This seminar will highlight the importance of not only recognizing the inherent strengths of aligning these disciplines, if embraced as an integrated operating strategy. This will enhance your organizations ability to maximize revenue cycle expectations while lowering the expenses associated in procuring supplies and technologies.

Allen Caudle, Partner, Appleseed Healthcare Resources, Mercer Island, WA

Nick Gaich, Partner, Chief Strategic Officer, Appleseed Healthcare Resources, Morgan Hill, CA

2.2 Extend Your ERP: Lessons from a \$7B IDN [1]

↳ TECHNOLOGY SOLUTIONS

Supply chain execs from the University of Pittsburgh Medical Center (UPMC), a \$7B IDN with 20 hospitals, will provide (in case study format) an in-depth review of how they leveraged technology and process to greatly improve contract compliance, automation, data maintenance and user experience.

Jack Colletti, Director, University of Pittsburgh Medical Center, Pittsburgh, PA

James Szilagy, Chief Supply Chain Officer, University of Pittsburgh Medical Center, Pittsburgh, PA

Michael Deluca, Director, Supply Chain Systems & Consulting Services, University of Pittsburgh Medical Center, Pittsburgh, PA

2.3 Supplier Credentialing and Management [B]

↳ PURCHASING

The role suppliers play within hospitals has always been an issue of great concern to Supply Chain professionals and patient care givers. Most hospitals have developed policies that have generally been managed by Purchasing. Recent developments have brought forth great debate about the need to better define the supplier role, and level of access they should have within a hospital. This session will review the recommendations of professional and regulatory organizations that have put pen to paper to better define the role of suppliers within a hospital. It will cover access issues, training requirements, vendor credentialing initiatives, and supplier scorecards. It will explore credentialing models developed internally, within a hospital, as well as credentialing services available from third parties.

James Gallagher, Vice President, Contract Administration, Yankee Alliance, Andover, MA

2.4 Reverse Energy Auction: Go Green, Save Money [B]

↳ PURCHASING

With the rising cost of energy in a volatile market, this session will describe how materials management collaborated with facilities and senior leaders at Ingalls Health System (Harvey IL) to participate in a new procurement process for energy: an online reverse auction. Through this process, Ingalls was able to achieve savings totaling more than \$800,000 in costs for electricity and natural gas, including the purchase of a percentage of their electricity from renewable sources at the same price as non-renewable sources.

Harold Richards, Director, Materials Management, Ingalls Health System, Harvey, IL

Kevin Lewis, Contract Manager, Premier Inc., Charlotte, NC

2.5 The Growth of "Self Contracting" Is it for You? [1]

↳ STRATEGIC PLANNING

Most large hospitals and IDNs are increasing their self-contracting efforts. Why? What are the benefits? How do you do this and leverage your GPO? What's the difference between contracting and Strategic Sourcing? How can Strategic Sourcing be used in healthcare? This interactive session will answer all of these questions and help your self self-contracting efforts contribute to your bottom line no matter what the size or your GPO. Brent Johnson is Vice President Supply Chain at Intermountain Healthcare who operate 22 hospitals. Brent is a seasoned supply chain executive, brought into his company from outside healthcare, four years ago, to implement best practices and save big bucks for Intermountain Healthcare. Brent will share Strategic Sourcing best practices and Intermountain Healthcare's strategies and processes.

Brent Johnson, Vice President, Supply Chain, CPO, Intermountain Healthcare, Salt Lake City, UT

2.6 Lessons Learned in Supply Chain Cost Reduction [1]

↳ CLINICAL RESOURCE MANAGEMENT

Clinical innovations and quality improvement efforts are transforming patient care. However, these same advances, combined with declining reimbursements, make it difficult for hospitals and health systems to maintain appropriate margins. In this presentation, VHA and Tucson Medical Center, a leader in the nation's orthopedic surgeries, will showcase strategic solutions that leverage information management technology, promote physician-hospital alignment, and work throughout all departments to implement cost reduction strategies.

Frank Marini, Chief Information Officer and Vice President, Supply Chain Management, Tucson Medical Center, Tucson, AZ

Patricia Tyson, Vice President, Clinical Specialty Services, VHA, Norcross, GA

2.7 Focusing on What Really Matters: Let's Get Real [1]

↳ PROFESSIONAL DEVELOPMENT

While materials managers work hard to provide effective daily supply support to their organizations, this intense focus often precludes them from stepping back and looking at the bigger picture. This can result in less than optimal strategic thinking or tactical analysis. As a result, we often get caught up in focusing on the "small" issues while the more important opportunities in the supply chain arena that can have a greater return on investment go unaddressed. This presentation will identify and discuss a variety of these scenarios, offer real world solutions relative to these missed opportunities, and discuss how addressing them can have a beneficial impact upon both the hospital as well as on the materials manager's future career potential.

Michael Rudomin, *President, Michael Rudomin & Associates, Bolton, MA*

2.8 Implement Data Standards Now! [1]

↳ GS1 STANDARDS

Suppliers and Healthcare Providers need to work together now to adopt and implement common data standards (GTIN, GLN, GDSN) and electronic processes. Both sides can reduce waste and work together to improve outcomes. This session would be a follow-up to the 2008 panel and educational presentations on data standards. It will include Case Studies, practical "How To" advice, lessons learned and specific information on how suppliers/providers can benefit. "Perfect Order" and some of the metrics in place could help measure the ROI. The presenter will share data and processes.

Dennis Black, *Director, e-Business, BD, Franklin Lakes, NJ*

Roundtable Discussion

↳ AHRMM CHAPTERS: STRENGTHENING YOUR LOCAL CHAPTER

3:00 PM – 5:00 PM

Are you a chapter leader responsible for the management and success of your local chapter? Are you considering starting a local chapter? Then this is a must-participate session for you! Roundtable-type workgroup session focused on providing resources and ideas from other chapters will be shared during this highly interactive session. Program to function as a concentrated, resource-rich session focused on sustainable chapter health and growth, or even how to start a new chapter. Benefits and importance of locals chapters will be addressed.

Ray Moore, *System Contract Manager, PeaceHealth, Bellevue, WA*

Colonel Michael G Johnson, *CPHM, CMRRP, Research Fellow, LMI Government Consulting, San Antonio, TX*

Kathi Pressley, *Director, Materials Management, Olympic Medical Center, Port Angeles, WA*

Marc Sager, *Logistics Manager, TEAM Integrated Engineering, San Antonio, TX*

Roundtable Discussion

↳ RFID ROUNDTABLE DISCUSSION

3:00 PM – 5:30 PM

Three discussions in one. This open roundtable discussion addresses three RFID topics in one session. The first topic is **Lessons Learned from RFID Early Adopters**, the second topic discussion is **Implementing RFID in the Military Health System**, and the final topic is **RFID: The Value Proposition or Where's the Beef**. If your hospital is thinking about implementing RFID technology or even if you have already implemented it and want to know where to go from here, this is the discussion for you.

Robert Adkins, *Supply Chain Logistics, Texas Children's Hospital, Houston, TX*

Chris Harrington, *Deputy Program Manager - Medical Logistics, Defense Health Services Systems (DHSS), Falls Church, VA*

Al Cook, *Chief Resource Director, The Regional Medical Center, formerly, Director of Healthcare Product Development, Integrated Business Systems and Services (IBSS), Orangeburg, SC*

John Mateka, *Executive Director, Greenville Hospital System University Medical Ctr, Simpsonville, SC*

Mickey Sparrow, *Material Manager, Tuomey Healthcare System, Sumter, SC*

Refreshment Break

4:00 PM – 4:15 PM

LEARNING LAB 3

4:15 PM – 5:30 PM

3.1 The Economic Downturn: Impacts on the Healthcare Supply Chain [1]

↳ DISTRIBUTION

As oil prices soar, understandable attention is being paid to the price of gas and petroleum. In reality, the current economic downturn is the result of a combination of forces – not simply the oil and gas markets. A weakening U.S. dollar, spiking demand for a range of commodities, in the developing world, shifting international tax policies, increasing overseas production costs, and the trickle-down effect of oil prices into other materials and commodities is, in many ways, a 'perfect storm' of converging forces. In short, a range of global economic factors are impacting the global healthcare supply chain. Few domestic suppliers, and even fewer suppliers with an international presence, are free from the effects of these dynamics. This presentation educates hospital executives, manufacturers, and their partners.

Andrew Van Ostrand, *Vice President, Policy and Research, Health Industry Distributors Association (HIDA), Alexandria, VA*

3.2 How is Your Supply Chain Operations Functioning? [1]

↳ FINANCE

Supply Chain operations is one of the major influencers of whether a hospital is successful or not, regardless of size. It directly affects hospital profitability and quality of care provided. Are common supply chain operations weak points keeping your facility from maximizing its support to staff, care to patients, and management of resources? Learn what to look for from rural hospital supply chain experts to determine which common deficiencies may be affecting your facility. Take preliminary steps toward improving a facility's supply chain operations.

Beverly Slate, Associate Vice President, QHR, Brentwood, TN

3.3 We Can't Control the Wave but We Can Learn to Surf [1]

↳ PURCHASING

This panel discussion will provide an overview of the Interdisciplinary teamwork within Novant Health Strategic Sourcing, Clinical Resource Nursing, Novant Health Logistics Center, and Supply Chain Finance. This presentation will provide multiple tools that have been created and implemented within Novant Health to standardize, improve processes, and implement new products within each of the eight Novant facilities. Examples of the tools utilized within the Supply Chain include the Clinical Trial Policy, NPI tool, Product Conversion template, Implementation Plans, Trial Evaluations and Data Collection tools, Implementation Updates, and Product Report forms. Each of these tools have been utilized and implemented within the Novant Health system in order to streamline processes and improve communication. Communication is key within Supply Chain and Novant Health to build relationships!

Bobby Church, Director of Capital Strategic Sourcing, Novant Health, Winston Salem, NC

John Strain, Director of Clinical Strategic Sourcing, Novant Health, Winston Salem, NC

Kristi Barnes, Clinical Resource Nurse, Novant Health, Winston Salem, NC

Lisa Cheatham, Clinical Resource Nurse, Novant Health, Winston Salem, NC

Mark Welch, Senior Director of Logistics Center, Novant Health, Kannapolis, NC

Penny Brandon, Novant Health Supply Chain Finance, Novant Health, Winston Salem, NC

3.4 The FDA and UDI: Application and Integration [1]

↳ STRATEGIC PLANNING

The FDA is working and struggling with both the American and International communities to develop and adopt standards used to uniquely identify medical products and devices. Beyond the standards themselves are the challenges of reporting, collecting and administering the data submitted from the many different sources. Laws dealing with e-pedigree and supply chain assurance play an important part of handling implantable devices as well as popular and easily copied drugs and medical supplies. The implementation of the FDA rulings will involve changes for manufacturers and providers that will impact everyone from the loading dock to the electronic record. They will also look at how providers are changing internal processes to comply with the rulings and take advantage of the gains it provides.

Jay Crowley, Senior Advisor for Patient Safety, Center for Devices and Radiological Health, Food and Drug Administration, Rockville, MD

Robert H. Perry, Senior Consultant, MTS, Inc, Falls Church, VA

3.5 Spine Surgery - Cash Cow or Mad Cow [A]

↳ CLINICAL RESOURCE MANAGEMENT

This session will cover the strategy that must be mapped to avoid surgeon's issues with the hospital executives over spine implants. This session will cover advanced topics of device interchange for both hardware and orthobiologics. Key obstacles addressed include differentiating new catalog items from new technology as well as the nuances in clinical technique as opposed to a new device. Savings opportunities will be outlined in terms of pricing as well as utilization and mix.

David Bueby, Corporate Purchasing Director, McLaren Health Care Corporation, Flint, MI

Girard F. Senn, Managing Principal, Clinical Benchmarking, LLC, Glen Ellyn, IL

THIS SESSION IS OFFERED AGAIN ON WEDNESDAY FROM 9:30 AM – 10:45 AM.

3.6 Advancing Your Career: Resume and Interview Skills [B]

↳ PROFESSIONAL DEVELOPMENT

In today's competitive work environment, it is essential that you quickly catch the attention of the hiring manager. A well written resume will give you the 'edge' to achieve the all-important 'interview'. We will review the key attributes and the top 10 mistakes to avoid in composing your resume, and then review examples. However, that is only the beginning. We will also discuss how to 'dress to impress' and share tips on how to calm your nerves and be prepared for that important meeting. Included in the discussion will be what questions to expect and how to answer them, as well as what questions you should be asking. You will leave with confidence and the tools necessary to present yourself at your very best.

Diane Mongiello, Vice President, Administrative Services, Nexera Inc., New York, NY

3.7 GS1® Data Standards in Healthcare: Industry Progress Report [1]

↳ GS1 STANDARDS

At AHRMM08 attendees received the GS1 Standards Healthcare Provider Tool Kit and were urged to get ready to meet the industry goals of 2010 (December) to replace custom location numbers Global Location Numbers/GLNs and 2012 (December) to replace custom product numbers with Global Trade Item Numbers/GTINs. The industry has moved closer to these goals by solidifying their meaning, establishing metrics and defining an implementation path. A panel of thought leaders and pioneers will speak on the progress that has been made and what still needs to be done. The panel will share the adoption phases, obstacles and successes to date. Refinements and limitations will be analyzed and discussed. This session is planned to be an open discussion among the supply chain participants.

Dennis Harrison, President, GS1 Healthcare US, Lawrenceville, NJ

John Roberts, Director, GS1 Healthcare US, Lawrenceville, NJ

Doug Goldman, Director, Healthcare, GS1 Healthcare US, Lawrenceville, NJ

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DAY TWO

TUESDAY, JULY 21 Day Two

ALL TUESDAY EVENTS EXCEPT THE NETWORKING PARTY WILL BE HELD AT THE TAMPA CONVENTION CENTER.

Complimentary Coffee & Rolls

7:00 AM – 7:30 AM

An assortment of coffee and rolls will be served.

Onsite Conference Registration

7:15 AM – 1:30 PM

Leadership & Achievement Breakfast

7:15 AM – 8:45 AM

INVITATION ONLY: COMMITTEE MEMBERS, CHAPTER PRESIDENTS AND PRESIDENT-ELECTS, AND AHRMM FELLOWS.

Are you a Chapter President or President-Elect, a volunteer on an AHRMM committee, or an AHRMM Fellow? If so, you are invited to attend the Leadership & Achievement Breakfast. This event honors those individuals who work hard to promote AHRMM and the resource and materials management profession in their areas. This is the perfect opportunity to share information, experiences, and expertise with colleagues from across the country.

Cyber Station

7:30 AM – 4:30 PM

SPONSOR: OMNICELL

AHRMM Information Desk & Bookstore

7:30 AM – 4:30 PM

LEARNING LAB 4

7:30 AM – 8:45 AM

4.1 Dietary Service Optimization and Cost Reduction [A]

↳ DISTRIBUTION

In 2003 HHC operated 17 kitchens, producing 7 million meals annually. HHC faced increasing labor and food costs, due lack of standardization, inefficient labor utilization, and operational inefficiencies. In 2004,

following a RFP process, HHC selected Nexera, Sodexo, and US Foodservice (the "Consortium") to manage HHC dietary operations.

Joseph Quinones, AVP for Contracts Administration and Control, New York City Health and Hospitals Corporation, New York, NY

Timothy Mangione, Manager, Operations & Technology, Nexera, Inc., New York, NY

4.2 Supply Chain Transformation – Case Study [A]

↳ FINANCE

This presentation will survey health care macro-trends and highlight factors that drive the growing relevance of supply chain optimization. The presenters will utilize case study method to: illustrate best practice techniques to overcome the common barriers to supply chain transformation; outline essential infrastructure development; and discuss strategic alignment and planning. Case Study: North Shore Long Island Jewish Health System: at the same time that NSLIJHS was faced with extraordinary challenges related to falling reimbursement and escalating costs, the System was undertaking aggressive capital plans that included major construction and recapitalization projects. Senior management recognized an opportunity to expand their debt capacity through improved operational and financial performance through the adoption of supply chain best practices.

Paul Hamilton, Director, FTI Consulting, Boston, MA

Phyllis McCready, Vice President, North Shore Long Island Jewish, Lake Success, NY

4.3 With Data Be Fearless in the Face of Transparency [I]

↳ TECHNOLOGY SOLUTIONS

With the ever-increasing focus on data integrity, supply cost and reimbursement issues, materials managers are under even more pressure to attain, maintain and sustain quality data throughout the healthcare environment. Relevant, actionable data is the basic building block for an organization's economic direction and also provides the facts and evidence needed both internally and externally to communicate the realities facing every stakeholder. In this session, materials managers will learn how they can implement access controls, internal processes, data descriptions and training initiatives and protocols to standardize the supply chain, and how these controls can then translate into the hard data to improve physician relations and tie high-quality reporting to reimbursements, supply cost reductions and the organization's future direction.

Evan Danis, Manager, Public Relations and Internal Communications, Amerinet, Pittsburgh, PA

Karen Barrow, Senior Vice President, Business Development, Amerinet, Pittsburgh, PA

Mary Beth Lang, Senior Vice President, Business Intelligence and President, Diagnostix, Amerinet, Warrendale, PA

4.4 340B Rx Program: What Inquiring Minds Want to Know [1]

↳ PURCHASING

For years, hospital administrators have worked closely with physicians to reduce pharmacy expenses by utilizing generics whenever possible, adhering to an established formulary, etc. Once these efforts were exhausted, additional savings were difficult to capture while maintaining a high standard of patient care. Now, many organizations are now turning their attention to an opportunity with an unprecedented ROI...the drug discount program referred to as "340B".

James Abberton, *Director of Pharmacy, North Shore Long Island Jewish Medical Center, New Hyde Park, NY*

Francine Disla Freise, *Manager, Operations, Greater New York Hospital Association, Nexera, New York, NY*

4.5 Still More Best Practices in Materials Management [B] / [1]

↳ STRATEGIC PLANNING

In 2002 three supply chain professionals put together a list of 16 best practices in materials management and presented it at the AHRMM meeting. Each year the list has grown and now includes over 60. Some may be familiar and already implemented by many. Others are more recent additions and still only practiced by a few. What they all have in common is their proven ability to reduce cost, enhance operations and/or improve customer satisfaction. Join this presentation to compare your practices to the best we have seen. The program is designed so that attendees will take away one or more best practice ideas that, once implemented, will financially benefit their organization and enhance the reputation of the materials management department.

Dave Kaczmarek, *Director, Wellspring Partners, Derry, NH*

Michael Neely, *President, Perimeter Solutions Group, Atlanta, GA*

Robert Poore, *Implementation Manager, Supply Chain Services, VHA Inc, Bartlett, TN*

THIS SESSION IS OFFERED AGAIN ON WEDNESDAY FROM 9:30 AM – 10:45 AM.

4.6 Are You Using Your Value Analysis Process to Put the Cart Before the Horse? [1]

↳ CLINICAL RESOURCE MANAGEMENT

Typical provider value analysis activities occur "after the fact." Most provider value analysis activities are focused on evaluating contracts that have already been awarded by their GPO to determine if selected vendors and products are acceptable. This results in delays in contract adoption of months to more than a year and lost savings. This presentation will review the prospective value analysis process used by Broadlane and the Health Alliance in Cincinnati, Ohio that puts the "cart before the horse" and results in complete contract conversions and implementation within one week of the effective date of new contracts.

Ruby Kern, *Vice President, Enterprise Accounts – The Health Alliance of Greater Cincinnati, Broadlane, Dallas, TX*

David Klumpe, *Executive Vice President, Enterprise Accounts, Broadlane, Dallas, TX*

Dennis Robb, *Senior Vice President, Supply Chain Services, The Health Alliance of Greater Cincinnati, Cincinnati, OH*

4.7 Supply Chain Performance Excellence [A]

↳ CLINICAL RESOURCE MANAGEMENT

This session will outline the results and findings of year two of "Supply Chain Performance Excellence" collaborative study conducted by University HealthSystem Consortium. The study aimed to identify characteristics of top performing organizations and proven strategies and tactics that would be beneficial for organizations in improving organizational supply expenditures. It also focused on supply chain management as it relates to organizational success, including quality and financial performance. A unique supply chain performance metric was devised to rank all UHC organizations, and interviews were completed to identify key differentiators in supply chain performance. The project continues to be overseen by a task force composed of academic medical center leaders to provide critical input and review methodology, performance measures, interviews, final report and key aspects of study.

William Brewer, MHA, MS, *Purchasing Manager, Shands HealthCare, Gainesville, FL*

Jayne Resek, *Senior Director, Physician Preference Items, University Health System Consortium, Oak Brook, IL*



DAY TWO

General Session & Meet the Presidential Candidates Panel Discussion

↳ ENGAGING PHYSICIANS

SPONSOR: ETHICON, INC.

9:00 AM – 10:30 AM

To address the burgeoning challenge of emerging medical technologies, balancing positive patient outcomes, and management of healthcare costs, AHRMM has brought together a panel of physician leaders and subject matter experts from across the country to share proven tactics for engaging physicians in the supply chain process. The panel will share their experiences and strategies for practical use within your organization that will create lasting change. This general session will offer everyone the opportunity to pose questions and receive valuable insight into the physician community which may be applied to supply chain management and expense management initiatives.

Marlon Priest, M.D., Senior Vice President/Chief Medical Officer, Bon Secours Health System, Inc., Marriottsville, MD

Jodi Chambers, M.D., FACS, Chief Medical Officer, Centura Health, Denver, CO

Nick Sears, M.D., Chief Medical Officer, MedAssets, Inc., Tampa, FL

Exhibit Hall Open

10:00 AM – 1:30 PM

Luncheon served from 11:30 am – 1:00 pm.

Break

1:30 PM – 1:45 PM

LEARNING LAB 5

1:45 PM – 3:00 PM

5.1 VMI and JMI: New Paradigms in Inventory Management [A]

↳ DISTRIBUTION

The increasing focus on cost of Physician Preference Items (PPI) in hospitals demands the implementation of new methods for inventory management. All participants in the PPI supply chain experience the costs of high rates of product expiration, lost product revenue, and the headaches of the current consignment based model. New technologies, such as RFID based systems, for inventory management provide both healthcare providers and their suppliers with the opportunity to explore and implement new business models for managing these PPI products. The bidirectional transparency and robustness of the information flow from these new systems supports the use of new approaches such as VMI and JMI (Jointly Managed Inventory). These intercompany operating ties will both improve product availability and substantially reduce system level costs.

David Ryan, Director, Strategic Sourcing, Supply Chain Group, Catholic Health Initiatives, Erlanger, KY

Patrick Littlefield, Chairman, WaveMark, Littleton, MA

5.2 Creating and Sustaining a Lean-Cost Conscious Culture [I]

↳ FINANCE

Non-labor cost management and cost reduction is a key challenge for healthcare supply chain management professionals. Through this case-study approach, the participants will gain insights into the tactics and strategies employed in a non-profit healthcare IDN to manage its non-labor spend, seek out opportunities to reduce N/L spend, and achieve lowest quartile supply costs.

James Smoker, Director, Materiel Resource Services, WellSpan Health, York, PA

5.3 Evidence-Based Technology Planning and Acquisition [B]

↳ TECHNOLOGY SOLUTIONS

The process for planning and acquiring new medical technologies can be improved by integrating an analysis of published and unpublished evidence with conventional business factors, like cost, revenue, and local market demand. Scanning the technology horizon and tracking trends in clinical service areas can also enhance strategic technology planning. Methods of evidence analysis and horizon scanning will be explained, and case studies using new and emerging technologies of high interest and potential high impact will be presented. Technologies in two high-revenue clinical service lines that are approaching regulatory approval within the next two years will also be reviewed.

Jennifer Van Pelt, Senior Research Analyst, Strategic Planning Specialist, Hayes, Inc., Lansdale, PA

5.4 Purchasing Cards: Solutions with Plastic [I]

↳ PURCHASING

Many people expressed an interest in P-cards at the '08 conference during Intermountain's presentation on tracking return on investments. This presentation will explain, using examples from Intermountain's experiences, how to determine if there is a need for a purchasing card program, the steps and hurdles to implementing a world class program using the latest technology, and the outcomes especially as they apply to healthcare. It would explain how P-cards aid in streamlining an organization's small dollar purchases in order to free up time for more value-added activities. Further, it would provide participants with the important details of program management, controls, reporting, benefits and risks presented by a Certified Purchasing Card Professional with over 12 years experience.

Peggy Lee, Card Program Manager, Intermountain Healthcare, Salt Lake City, UT

Tim Goates, Director of Finance, Supply Chain Organization, Intermountain Healthcare, Salt Lake City, UT

5.5 The Hard Cash Facts about Supply Chain Automation [A]

↳ PURCHASING

It's generally accepted that supply chain automation is good for business, but is it good for the bottom line? As hospitals are increasing the percentage of their purchasing handled electronically, they are documenting not only gains in productivity, but also hard dollars savings that can be measured across the enterprise. But how does a materials manager demonstrate those savings in a manner that meets the needs of even the most demanding CFO? Building upon proven statistics, learn how to put together a program for your hospital to track and trend your savings across your entire hospital or health system, including materials management, clinical departments, value analysis, and accounts payable, among others.

Christine Cameron, Director, Customer Success, GHX, Louisville, CO

5.6 You're the Proud Owner of a Brand New Clinic/Service [I]

↳ STRATEGIC PLANNING

As the title suggests, this presentation is a how to, including checklist for assimilation and servicing of new entities to your Medical facility. As outpatient revenue exceeds inpatient revenues, approaching 70% of total revenues, Materials Management professionals are often the last to know but essential facilitators for continued day to day grass-roots operation. From the initial acquisition inventory of consumables, equipment and furnishing, to courier services and finally supply chain management and documentation, facility supply chain personnel responsibilities have grown. Supply chain experts in the hospitals are seen as experts driving efficiencies, standardization and utilization. This session will examine not only practices that can be migrated to non-hospital settings but also highlight areas not amenable to traditional hospital practices and requiring a hybrid approach.

Kathi Pressley, Director, Materials Management, Olympic Medical Center, Port Angeles, WA

THIS SESSION IS OFFERED AGAIN ON WEDNESDAY FROM 8:00 AM – 9:15 AM.

5.7 09 Supply Chain Survey – RN & RN Exec Satisfaction [A]

↳ STRATEGIC PLANNING

Results of the 2009 Owens & Minor National Executive Survey on Supply Chain Management, which focuses on Nurse Executive and Nurse Satisfaction with the Supply Chain. This survey will quantify heretofore anecdotal and intuitive perceptions about what are the triggers for Nurses satisfaction and dissatisfaction. This becomes increasingly important given the projection for a shortage of over 1 Million Nurses within the next 5-7 years. Can a high performance supply chain actually be a Nurse satisfier or dissatisfier? Can it support Nurse recruitment or retention? If so, it can help hospitals minimize Nurse replacement costs (overtime, search, finder's fees and \$10,000 referral bonuses, orientation & training, agency fees during vacancy, etc.). The presentation will include an examination of the responses and impact of Survey findings.

Jamie C. Kowalski, Vice President, Business Development, Owens & Minor, Milwaukee, WI

THIS SESSION IS OFFERED AGAIN ON MONDAY FROM 10:15 AM – 11:30 AM.

5.8 Never Events and Pay for Performance [A]

↳ CLINICAL RESOURCE MANAGEMENT

CMS and many state and commercial payers have notified providers that it will no longer reimburse patients for never events, effective October 1, 2008. A never event is determined to be those medical conditions considered to be caused by preventable care errors. Healthcare providers are now burdened with assessing the costs of these events and the procedures they need to implement to prevent them from occurring. Additionally, third party payors are planning to pay hospitals for improved performance. What exactly is improved performance and how might it affect my hospital? This session will review current state of Never Events and Pay for Performance and put these programs into perspective for the procurement departments.

Nick Sears, Chief Medical Officer, MedAssets, Tampa, FL

5.9 The Untapped Resource (Military Logisticians) [I]

↳ PROFESSIONAL DEVELOPMENT

This presentation will focus on the untapped resource for our profession... military medical logisticians. It will include a broad overview of the experience the military logistician gains from the challenges dealing with a fluid and flexible supply chain that subject to change at a moments notice. It will also review the types of training military logisticians receive throughout their career. Lastly, the presentation will discuss how the experience and training gained from military service can be transferred to the private sector and how the merging of the two can benefit our profession. This presentation is not only for military logisticians, but for organizations that are looking to understand these tried and true professionals and what they can bring to an organization.

Marc Sager, Logistics Manager, TEAM Integrated Engineering, San Antonio, TX

Ric Goodhue, Corporate Director, Equipment Planning, Novant Health, Inc., Charlotte, NC

5.10 Global Location Number (GLN) Getting Started Workshop [B]

↳ GS1 STANDARDS

The industry is moving rapidly towards the 2010 goal to implement GS1 Global Location Numbers (GLNs) and eliminate custom location numbers by December 2010. At AHRMM08 attendees received the GLN Healthcare Provider Tool Kit to help them get ready to meet this 2010 date. The industry has now established a five phase implementation path showing major milestones and timelines to help healthcare providers, suppliers, GPOs, and solution providers with this journey. This introductory session will cover GLN basics, how to get started, the five phases of implementation, lessons learned, and successes to date. Refinements and limitations will be analyzed and discussed. Early adopters will share experiences in an open discussion about GLN implementation, what works and what doesn't work in the healthcare business environment.

John Roberts, Director, Healthcare, GS1 Healthcare US, Lawrenceville, NJ

DAY TWO

Refreshment Break

3:00 PM – 3:15 PM

LEARNING LAB 6

3:15 PM – 4:30 PM

6.1 Designing a 100 Bed Mobile Field Hospital & ER [A]

↳ DISTRIBUTION

The University of Mississippi Medical Center, in conjunction with several State and Federal agencies, developed a 100 bed mobile field hospital, complete with an ER and Radiology. Designing the supply replenishment logistics required coordination with a distributor, FEMA, fuel and emergency response agencies across three states.

Ed Smith, Executive Director, University of Mississippi Medical Center, Jackson, MS

Pam Hemphill, Emergency Management Coordinator, The University of Mississippi Medical Center, Jackson, MS

6.2 Vendor Managed Inventory – When and How [A]

↳ DISTRIBUTION

While vendor managed inventory (VMI) programs gain greater acceptance as a lean distribution strategy in non-healthcare industries, including retail, many of today's healthcare supply chain professionals lack detailed understanding of vendor managed inventory (VMI) programs and their proper applications, benefits, and proper implementation. A Team of Strategic Marketplace Initiative members have developed a program to assist in identifying VMI opportunities and collaboratively implementing VMI programs for the benefit of all supply chain stakeholders. This session will include details about the factors critical to successfully identifying VMI opportunities. Attendees will be armed with the information required to identify and implement vendor managed inventory programs at their own organizations.

Dennis Orthman, Project Director, Strategic Marketplace Initiative, West Roxbury, MA

Eric Nelson, Vice President, Cardinal Health, Integrated Provider Solutions, Dublin, OH

Sandra Erickson, Executive Director of Business Development and Integration, Iowa Health, Urbandale, IA

6.3 Environmental Metrics to Prioritize Cost-Savings [I]

↳ FINANCE

Connecting supply chain data with waste data and environmental metrics can be the key to identifying successful cost-cutting measures and prioritizing actions that can make a measurable impact on the institution's financial and environmental bottom lines. Examples include savings in the hundreds of thousands per year due to renegotiated contracts based on waste and recycling volume and pricing data. Supply chain can lead the effort to conserve both financial and environmental resources. Participants will leave this interactive workshop with basic knowledge of the resources needed to start tracking and using environmental metrics, how to identify suppliers who can contribute to efficient tracking, and how to identify the metrics that will be most useful to their institution.

Lara Sutherland, Director of Environmental Purchasing, Practice Greenhealth (H2E), Denver, CO

6.4 Optimizing Clinical Value Contracting Performance [I]

↳ TECHNOLOGY SOLUTIONS

Establishing processes for integrating spend analysis activities for clinical value contracting is an important strategy for financial management of supply expenditures. This program will highlight development and use of tools for a multi-hospital system to optimize data for leveraging contracting activities. Spend analysis tools use normalized data to drive clinical value contracting and standardization for IDN providers. Use of tools focused attention on pricing discrepancies, product conversion opportunities and contracting initiatives for clinical areas. They contributed significant savings to members' supply expenditures during the first year following implementation and are generating additional savings in subsequent years. Additional savings were provided from enhanced use of materials management information systems supporting clinical value analysis activities, managing on-going supply chain operations and financial analysis and reporting.

Alan Edwards, Director, Materials Management, Children's Medical Center, Dallas, TX

Karla Vialle, Director of Operations, Group Purchasing Services, Child Health Corporation of America, Shawnee Mission, KS

Richard Perrin, President, AdvanTech Inc., Annapolis, MD

6.5 Paying What You Expected [B]

↳ PURCHASING

Are you getting the pricing you were promised? Do you think that you saved money on a contract, only to find invoices paid at higher prices? How do you ensure that you are invoiced the correct price? The presenter considers negotiations the easiest part of purchasing, and only the first

step in the process with a vendor. She will review the history of supply contracts at a mid-sized health system, telling the story of the birth of their supply contracts team, their current status, and their vision for the future. There are three key components to price control that will be highlighted: communication, documentation, and information system management. Examples will be presented.

Ann Archuleta, *Supply Contracts Administrator, MidMichigan Health, Midland, MI*

6.6 Hands-On Lean Projects for Materials [B]

↳ STRATEGIC PLANNING

“Feel free to try this at home!”— 10 different Lean projects that can be used in any Materials Management Department to more efficient and effective. Participants with little or no Lean experience are welcome, and will be given a basic education in Lean terms and techniques, and how to apply them in evaluating your department. Take-aways will include departmental projects that can be implemented with a minimum of effort to eliminate waste in your operations. The need to increase patient throughput and satisfaction without increasing costs resulted in this 4 hospital system implementing Lean concepts. Improving your Materials flow does not mean you have to resort to outsourcing your staff or other extreme methods.

Michael Lortie, *Corporate Director of Materials Management, Carondelet Health Network, Tucson, AZ*

6.7 Gaining Ground: The Power of Enfranchising Physicians [I]

↳ STRATEGIC PLANNING

Clinician enfranchisement and engagement in the supply chain process is imperative for not only a successful Value Analysis Process but ongoing relationships and trust throughout the organization. Value Analysis is a strategic initiative that when successful is interwoven into the fabric of an organization from the highest C-Suite level. The session will provide insight into creating, developing and managing physician and clinician relationships to support an organizational goal of cost savings, quality outcomes and service excellence. The presenters will illustrate the re-development of a multi-committee Value Analysis process and site specific case examples in their organization related to savings, innovations in technology, quality outcomes, positive deviants and the power of relationship management.

Charles Neikam, *Assistant Vice President Supply Chain, Washington Hospital Center, Havre De Grace, MD*

Daniel Herr, *Director of Critical Care Medicine, Washington Hospital Center, Washington, DC*
Zal Damkevala, *Director of Value Analysis, Washington Hospital Center, Washington, DC*

6.8 Hurricane Implant Hits Lee Memorial [A]

↳ CLINICAL RESOURCE MANAGEMENT

This session will cover the issues that need to be addressed when orthopedic surgeons clash with the Board and hospital executives over total joint implants. Despite your best efforts at meeting with surgeons and suppliers over several months of negotiations, the final decisions can still cost large amounts of political capital because culture eats strategy for lunch. Learn how to manage through the storm despite your best planning and resolve. Presenters will give first hand knowledge of

sabotage techniques used so you can be better prepared in your efforts, including managing the press, to reach a successful outcome - Lee Memorial Hospital saved \$3.4M.

Gaile Anthony, *Chief Administrative Officer, Lee Memorial Hospital, Ft Myers, FL*
Girard Senn, *Managing Principal and Executive Director, Clinical Benchmarking, Glen Ellyn, IL*

Kimberly Nilsson, *Senior Clinical Consultant, Clinical Benchmarking, Mt Pleasant, SC*
William Tousey, *Vice President, Cooperative Services of Florida, Lehigh Acres, FL*

6.9 From Materials Manager to Supply Chain Executive [I]

↳ PROFESSIONAL DEVELOPMENT

Are you still stuck in the basement? Is materials management strictly a support/processing department instead of a strategic organizational focus? Many materials professionals feel this way. But times are changing, and for those with the right skills and performance, the opportunities to move into the executive ranks are here. Here are key strategies and actions that can lead to an executive level position in a supply chain role. They will include leadership versus management, why different skill sets are needed and what they are, performance characteristics, and activities to engage in. Whether you are a seasoned professional ready to move up or an early careerist who wants to advance, this program will provide concrete things you can do today to prepare for and move towards tomorrow.

Dave Kaczmarek, *Director, Wellspring Partners, Derry, NH*

6.10 Global Trade Item Number (GTIN®) Getting Started Workshop [B]

↳ GS1 STANDARDS

The industry is moving rapidly towards the 2012 goal to implement GS1 Global Trade Item Numbers (GTINs) and eliminate custom product numbers by December 2012. At AHRMM08 attendees received the GTIN Healthcare Provider Tool Kit to help them get ready to meet this 2012 date. The industry has now established a five phase implementation path showing major milestones and timelines to help healthcare providers, suppliers, GPOs, and solution providers with this journey. This introductory session will cover GTIN basics, how to get started, the five phases of implementation, lessons learned, and successes to date. Refinements and limitations will be analyzed and discussed. Early adopters will share experiences in an open discussion about GTIN implementation, what works and what doesn't work in the healthcare business environment.

John Roberts, *Director, Healthcare, GS1 Healthcare US, Lawrenceville, NJ*

Buccaneer Bash

6:00 PM – 8:30 PM

Ahoy there! There's nothing a dastardly pirate likes more than having a swaggering good-time celebration. Here you will meet with old mates and make new ones as we eat, drink and dance the night away. The Annual Networking Party is always the biggest event of the Annual Conference. A cash bar will be offered and heavy hors d'oeuvres will be served at the event.

DAY THREE

WEDNESDAY, JULY 22 Day Three

ALL WEDNESDAY EVENTS WILL BE HELD
AT THE TAMPA CONVENTION CENTER.

.....

Complimentary Coffee

7:30 AM – 8:00 AM

An assortment of coffee and rolls will be served.

.....

Onsite Conference Registration

7:30 AM – 10:30 AM

.....

Cyber Station

7:30 AM – 11:00 AM

SPONSOR: OMNICELL

.....

AHRMM Information Desk & Bookstore

7:30 AM – 11:00 AM

.....

LEARNING LAB 7

8:00 AM – 9:15 AM

7.1 Transforming a Laboratory Supply Chain [A]

↳ DISTRIBUTION

In a quest for cost and process improvement, the Mayo Clinic Department of Laboratory Medicine and Pathology (DLMP) collaborated with Supply Chain Management to implement strategic improvements to the Laboratory Supply Chain. Initially the lab was small enough that inventory was treated as expense at the time of purchase. This made it difficult to understand the true cost of laboratory tests. Double digit growth over the last several years has resulted in DLMP having one of the largest combined academic/reference labs in the world. The supply chain process transformation to more of a JIT model began with implementation of an automated Point of Use Inventory Management System.

Carla Brunsvold, *Supply Chain Analyst, Mayo Clinic, Rochester, MN*

Jerrad Dietenberger, *System Engineer, Mayo Clinic, Rochester, MN*

Tom Stewart, *Finance Manager, Materials Management Financial Analysis, Mayo Clinic, Rochester, MN*

7.2 Hospital Insolvency: The Looming Crisis and You [A]

↳ FINANCE

What happens if financially troubled hospitals can no longer count on subsidies, philanthropy and government bail-outs to survive? States and municipalities face slumping tax revenues. Elected officials are being forced to consider significant cuts to offset shortfalls and balance their budgets. Consumers, forced to deal with declining home values and rising prices are now reining in spending and pocketing more of their income. For thousands of short-term acute care hospitals across the country, the timing could not be worse. Unless boards and hospital management abandon historic tendencies to apply a “band-aid” approach to problems and, instead, move quickly to take more aggressive measures to shore up their financial and operational foundations, the future of many institutions is questionable. Learn what tactics you may have to consider to help your organization survive.

Edmond Hardin, *Director, Alvarez & Marsal, Houston, TX*

George Pillari, *Managing Director, Alvarez & Marsal, San Francisco, CA*

7.3 Driving High Impact Supply Chain Improvement [I]

↳ FINANCE

Everyday supply chain professionals hear about cost savings from the adoption of improved supply chain practices. While these results are impressive, few hospitals find that they can replicate these improvements without external evidence of their comparative performance. This presentation examines how benchmarking and performance improvement methodologies enable hospitals to fully realize sustainable, high impact improvements. Improving end-to-end supply chain performance using financial benchmarks and operational indicators will be demonstrated along with a discussion of the implementation processes and organizational challenges that hospitals often experience when benchmarking leads to changes in operational processes and clinical relationships. Benchmarks for best practice implementation are presented along with hospital examples of using these “soft metrics” to identify improvement areas as well as new investment in supply chain capabilities.

Vicki Smith-Daniels, *Professor of Supply Chain Management, Arizona State University, Tempe, AZ*

7.4 The High Cost of ‘Dirty Data’ and What to Do About [B]

↳ TECHNOLOGY SOLUTIONS

St. Joseph Health System had 11 item masters with 300K+ records, nearly 1/3 of which were duplicates, and 90+ staffers making changes to product data. Cleaning up this ‘dirty data’ has delivered measurable value, in purchasing and also across the healthcare system. St. Joseph’s has created a single item master and cleaned up duplicates, inaccurate and missing data, and limited staff members who can make changes.

Cleaner data resulting in reduced invoice exceptions has improved relationships between AP and purchasing. That, combined with a significant increase in electronic invoices has achieved compelling results.

Susan Wilson-Bromley, *Corporate Director, Data Operations, St. Joseph Health System, Orange, CA*

7.5 Capital Acquisition Program a WIN-WIN [I]

↳ PURCHASING

One System's journey to spread limited capital funds over more projects utilizing a "Best Practice" model. The Capital Acquisition process was improved to ensure that capital equipment is acquired at the most competitive price, at the right time, from the right vendor within a competitive environment. The appropriate physicians, department heads, and clinical staff were involved early so that all stakeholders were involved in the decision making process. The process change allowed the Health System to provide the highest quality, most technologically advanced Patient Care using the most advanced, cutting edge technology available.

Deborah Rey, *Sr. Contract Manager, Capital Equipment, & Construction, Christiana Care Health Services, New Castle, DE*

Mark McDermott, *Director, Material Management, Christiana Care Health System, New Castle, DE*

7.6 The State of Healthcare Logistics [I]

↳ STRATEGIC PLANNING

The session presents the results of an industry-wide survey of healthcare supply chain professionals. Respondents are grouped by type (manufacturer, distributor, GPO, provider) and size of their organization and the maturity of their supply chain. The survey focuses on:

- Readiness and progress towards data standardization
- Collaboration among supply chain partners
- Implementation and benefits of strategic initiatives
- Supply chain related expenditures
- Inventory and order management
- Supply chain performance.

Edward A. Pohl, *Associate Professor, University of Arkansas, Fayetteville, AR*

Heather Nachtmann, *Associate Professor, University of Arkansas, Fayetteville, AR*

7.7 You're the Proud Owner of a Brand New Clinic/Service [I]

↳ STRATEGIC PLANNING

As the title suggests, this presentation is a how to, including checklist for assimilation and servicing of new entities to your Medical facility. As outpatient revenue exceeds inpatient revenues, approaching 70% of total revenues, Materials Management professionals are often the last to know but essential facilitators for continued day to day grassroots operation. From the initial acquisition inventory of consumables, equipment and furnishing, to courier services and finally supply chain management and documentation, facility supply chain personnel responsibilities have grown. Supply chain experts in the hospitals are seen as experts driving efficiencies, standardization and utilization. This session will examine not only practices that can be migrated to non-hospital settings but also highlight areas not amenable to traditional hospital practices and requiring a hybrid approach.

Kathi Pressley, *Director, Materials Management, Olympic Medical Center, Port Angeles, WA*

THIS SESSION IS OFFERED AGAIN ON TUESDAY FROM 1:45 PM – 3:00 PM.

7.8 LOST: A Supply Chain Adventure to Recapture Lost Revenue [I]

↳ CLINICAL RESOURCE MANAGEMENT

In 2007, McLeod Health embarked on a supply chain adventure to identify and recapture lost revenue. By creating custom reports that identified chargeable supply items placed in patient care areas and comparing that data to patient accounting and replenishment records, McLeod Health was able to document more than \$3 million in lost revenue. To recapture that revenue, McLeod Health formed a partnership between supply chain and clinical staff to identify the root cause for the lost revenue and put in place procedures that have cut losses by 80 percent and ensured the availability of critical supply levels. Today, clinicians understand the importance of working with the purchasing department to optimize supply chain processes to improve both financial and clinical performance.

Dale Locklair, *Vice President, Procurement and Construction, McLeod Health, Florence, SC*

Carmen Winfield, *Director of Procurement Services, McLeod Health, Florence, SC*

7.9 In Pursuit of Excellence

↳ PROFESSIONAL DEVELOPMENT

Hospitals in Pursuit of Excellence is the American Hospital Association's ongoing endeavor to engage, support and inspire hospital leaders' ongoing efforts to improve the patient experience in the nation's hospitals and health systems—thus leading to operational, clinical and financial excellence. Supporting the Institute of Medicine's well-known Six Aims for Improvement (safety, effectiveness, timeliness, patient-centeredness, efficiency, and equity), this endeavor provides tools and resources to assist hospitals to reduce waste and inefficiency, optimize the use of resources, and enhance their ability to deliver safe, high quality and affordable patient care. Through case examples, participants will learn about the key principles of Hospitals in Pursuit of Excellence and engage in a dialogue about how they can be used to support high-performing healthcare supply chain operations.

7.10 Global Data Synchronization Network (GDSN®) Getting Started Workshop [B]

↳ GS1 STANDARDS

One of the three "G's" of GS1 standards, the GS1 Global Data Synchronization Network (GDSN) provides an authoritative source of product information and an automated process for ensuring that the information remains reliable, accurate, and up-to-date among supply chain partners. Learn about the ABC's of initiating data synchronization in your organization and use of the GDSN in a healthcare business environment. This introductory session will cover how to get started with the GDSN Healthcare Provider Tool Kit, implementation steps, lessons learned, and best practices. Hear from healthcare industry members about changes made to their operations that have resulted from the use of the GDSN in daily business transactions and the benefits they are receiving.

Doug Goldman, *Director, Healthcare, GS1 Healthcare US, Lawrenceville, NJ*

DAY THREE

Refreshment Break

9:15 AM – 9:30 AM

LEARNING LAB 8

9:30 AM – 10:45 AM

8.1 Q² = Quantity and Quality [1]

↳ DISTRIBUTION

This session will focus on how to increase productivity while improving quality throughput simultaneously. Heavy emphasis will be placed on space utilization, (when to stock, when to not), LUM rationalization (when does LUM = Lousy Unit of Measure) and how to incorporate manufacturing techniques in a distribution environment. Additional emphasis will include logistics in a centralized model (Central Distribution Center), centralized cross dock techniques and utilizing information systems to tie it all together. The presentation will be geared towards practical applications that can be applied to both large distribution warehouse operations and small internal hospital supply operations.

Greg Goddard, *Director of Operations, Resource Optimization & Innovation, Springfield, MO*

John Black, *Vice President of Supply Chain, Resource Optimization & Innovation, Springfield, MO*

8.2 Boost Your Bottom line with TCO Capital Equipment Planning [A]

↳ FINANCE

Hospital administrators, finance personnel, and supply chain managers make patient care technology purchases with great prowess. However, when it comes to medical equipment, most lack the tools and processes to calculate Total Cost of Ownership. Consequently, cost reduction opportunities in this area are typically overlooked. Discover how the new standard of measurement $\sqrt{\text{Service Value Ratio or SVR}}$ ensures accurate performance trending and cross-facility benchmarking throughout the many phases of equipment lifecycle management from procurement to retirement. In addition, learn how proper utilization of this tool can actually eliminate major expenses.

Terry Hamilton, *Senior Vice President, Operations, St. John Health, Warren, MI*
Earl Reber, *Business Development Executive, TriMedx, Indianapolis, IN*

8.3 Procure-to-Pay: Best Practices in Automating the Supply Chain [1]

↳ TECHNOLOGY SOLUTIONS

For many hospitals, purchasing and AP departments only interact when there is a problem with an invoice. However, a growing number of healthcare organizations automating the supply chain from the point of procurement to payment are seeing increased collaboration between purchasing and AP to improve business processes, increase productivity, and lower costs. Unfortunately, few hospitals have the information they need to adequately project the benefits of implementing ePayable solutions. Paystream Advisors, which provides independent research and automation assessments for financial automation technology, will report on the results of its recently completed ePayables research (December 2008) and then feature healthcare providers recognized as best in class in procure-to-pay practices.

Alex Zimmerman, *Director, Supply Chain Information Management, ROI, Sisters of Mercy Health System, St Louis, MO*

Henry Ijams, *Managing Director, Paystream Advisors, Charlotte, NC*

8.4 \$aving Big Green By Focusing On Sustainability [B]

↳ PURCHASING

"The story of the little hospital that could.", will include case studies of how Metro's sustainability efforts partnered with Metro's materials management department and value analysis team to select products that ensure patient safety, reduces waste and saves money.

James Jednak, *Director of Supply Chain Management, Metro Health Hospital, Wyoming, MI*

John Ebers, *Sustainable Business Officer, Metro Health Hospital, Wyoming, MI*



8.5 Still More Best Practices in Materials Management [B] / [I]

↳ STRATEGIC PLANNING

In 2002 three supply chain professionals put together a list of 16 best practices in materials management and presented it at the AHRMM meeting. Each year the list has grown and now includes over 60. Some may be familiar and already implemented by many. Others are more recent additions and still only practiced by a few. What they all have in common is their proven ability to reduce cost, enhance operations and/or improve customer satisfaction. Join this presentation to compare your practices to the best we have seen. The program is designed so that attendees will take away one or more best practice ideas that, once implemented, will financially benefit their organization and enhance the reputation of the materials management department.

Dave Kaczmarek, Director, Wellspring Partners, Derry, NH

Michael Neely, President, Perimeter Solutions Group, Atlanta, GA

Robert Poore, Implementation Manager, Supply Chain Services, VHA Inc, Bartlett, TN

THIS SESSION IS OFFERED AGAIN ON TUESDAY FROM
7:30 AM – 8:45 AM

8.6 Successful Tactics for Orthopedic Price Leveling [A]

↳ CLINICAL RESOURCE MANAGEMENT

Presentation will cover the strategy, process, tactics and results of a successful local / regional venture to level pricing on commonly used orthopedic constructs for a network of community hospitals producing more than \$1 Million in projected annual savings.

Debbie Karnick, RN, MSN, , Director, Perioperative Services, Lourdes Hospital, Binghamton, NY

Michael Hurley, Director, Orthopedics & Spine Services, Lourdes Hospital, Binghamton, NY

Thomas MacVaugh, BSBE, MSHA, Regional Supply Chain Officer, Lourdes Hospital / Ascension Health, Binghamton, NY

8.7 Spine Surgery – Cash Cow or Mad Cow [A]

↳ CLINICAL RESOURCE MANAGEMENT

This session will cover the strategy that must be mapped to avoid surgeon's issues with the hospital executives over spine implants. This session will cover advanced topics of device interchange for both hardware and orthobiologics. Key obstacles addressed include differentiating new catalog items from new technology as well as the nuances in clinical technique as opposed to a new device. Savings opportunities will be outlined in terms of pricing as well as utilization and mix.

David Bueby, Corporate Purchasing Director, McLaren Health Care Corporation, Flint, MI

Girard F. Senn, Managing Principal, Clinical Benchmarking, LLC, Glen Ellyn, IL

THIS SESSION IS OFFERED AGAIN ON MONDAY FROM
4:15 PM – 5:30 PM

8.8 Zen Commute: Your Daily Journey to Enlightenment [B]

↳ PROFESSIONAL DEVELOPMENT

Discover how to turn your daily workday travel time into an enlightenment journey...In this stimulating and thought-provoking session, Tim will follow up on his previous AHRMM Annual Conference presentations "Zen in Leadership" and "Habit Patterns of Excellence" sessions to identify simple but powerful techniques to turn your commuting time into an opportunity for meditation, growth, and personal and professional development. Basic principles of Zen philosophy will be reviewed, and simple meditation techniques taught and practiced. You will learn the power and importance of individual choice and present-moment awareness; and you will be introduced to the 31 "Zen Commute Signposts" that can be used to positively focus your daily activities throughout the course of each month, every day of the year.

Timothy Glennon, Vice President, GNYHA Services, Inc., Staten Island, NY

8.9 Traceability in the Hospital... Moving from Guessing to Knowing [B]

↳ GS1 STANDARDS

Incorporate traceability and visibility information into the day to day life of your hospital. This session will focus on the opportunities available to hospitals to enhance patient care and patient flow through the use of visibility information. Know for certain where the devices you need are and whether they are fit for use. Know for certain the status of instruments, devices, medication and other items that move through your hospital. Session covers product recall, e-pedigree, asset tracking and making use of visibility information. These valuable benefits are all built on the foundational standards of the GS1 System being implemented industry-wide by healthcare companies in the U.S. and around the world.

Bob Celeste, Director, Healthcare, GS1 Healthcare US, Lawrenceville, NJ

Closing General Session & Keynote Address

11:00 AM – 12:00 PM

↳ PLAN.BRIEF.EXECUTE.DEBRIEF=WIN!

A Fighter Pilot's Secret to Business Success

Join us for this high energy presentation about how fighter pilots operate in a combat environment – and how to apply those lessons to business. You will see rare cockpit footage and state-of-the-art computer graphics and walk away with real tools you can use on the job every day. The Flawless Execution ModelSM consists of four steps:

1. Plan – Learn how Fighter Pilots prepare for a mission using the Six Steps to Combat Mission PlanningSM.
2. Brief – Learn to communicate the Plan so your team can execute flawlessly.
3. Execute – Eliminate performance draining task saturation.
4. Debrief – Implement nameless/rankles feedback sessions inside your team to guarantee maximum learning.

After Burner, Atlanta, GA

THE EXHIBITION

The Exhibition

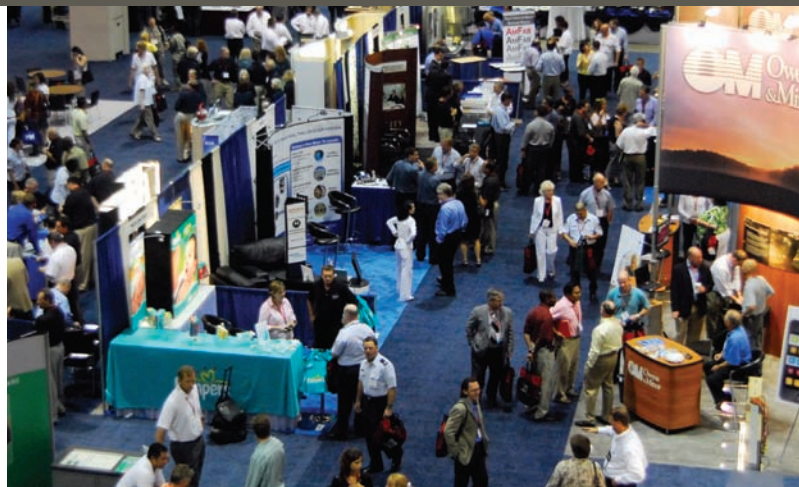
The largest of its kind, the AHRMM Exhibition is the perfect venue for conference attendees to network with global leaders in the healthcare supply chain industry. Attend and learn about the newest products and services in today's marketplace from over 200 exhibiting companies. A luncheon will be served each day in the Exhibit Hall as part of the Full Conference registration. **Exhibit Hall Hours:**

MONDAY, JULY 20

11:30 am – 3:00 pm
Luncheon served from
12:00 pm – 1:30 pm.

TUESDAY, JULY 21

10:00 am – 1:30 pm
Luncheon served from
11:30 am–1:00 pm.



AHRMM09 EXHIBITORS

Exhibiting companies registered as of January 28, 2009

Advisory Board Company, The
AliMed, Inc.
Amerinet
Amico Corporation
Angelica Textile Service
Applied Medical Solutions,
a Division of Spectrum
Arizant Healthcare, Inc.
Armstrong Medical Industries Inc.
Ascent Healthcare Solutions
AtPar, Inc.
Attainia
Avid Medical
Bausch & Lomb, Inc.
Bayer Healthcare
Pharmaceuticals, Inc.
Billian's HealthDATA Group
BlackTie Medical
Breg, Inc.
Broadlane, Inc.
C.R. Bard, Inc.
Cardinal Health
Carroll Hospital Group
Champion Manufacturing, LLC
Cintas Corporation
Compression Therapy Concepts
Corporate Express, A Staples
Company
Covidien
Crothall Services Group
DataPros For Healthcare
DeRoyal
DSI, Inc
ECRI Institute
Eloquest Healthcare
Encompass Group, LLC

ENSERV, The Medical Waste
Company
Ethicon-Endo Surgery, Inc.
EZ Way, Inc.
FDSI Logistics
Federation of American Hospitals
First Biomedical, Inc.
Fisher Healthcare
Follett Corporation
Global Healthcare Exchange
Guaranteed Returns
H & H System Inc.
Health Care Logistics
Healthcare Purchasing News
HealthLine Solutions, Inc.
HealthTrust Purchasing Group
HLS MedFreight
Hospital Inventories
Specialists, Inc.
Hospital Systems, Inc.
Hot Dog
Huntleigh Healthcare
IBSS, Inc.
InnerSpace Corp.
Instrument Specialists, Inc.
Integra Jarit
Integrated Medical Systems, Inc.
IRSG
JBT Corporation
KCI
Kimberly-Clark Corporation
LAWSON
Logi D Inc.
LogiQuip
Management Health
Solutions, Inc.
Market Access Partners

MASIMO Corporation
Masterplan, Inc.
Materials Management
In Health Care Magazine
McKesson
MedAssets
Medical Action Industries
Mediclick, Inc.
Medline Industries, Inc.
MedPricer.com
MEMdata
Mobile Instrument Service
& Repair
Molift Inc.
National City Healthcare Finance
Now a Part of PNC
National Medical Logistics
OMG, LLC - Onsite Management
Group
Omicell
Ormed Information Systems, Ltd.
Osteotech, Inc.
Owens & Minor
PAR Excellence Systems Inc.
PDI- Professional Disposables Inc
PHG Technologies
Praxair Healthcare Services
Precept Medical Products
PreCheck, Inc.
Premier, Inc.
Professional Hospital Supply
Provista
Purchase Commander, LLC
REPtrax
Royal Pacific Corp
Ruhof Corporation, The
S & S Medcart/S & S Technology

S & W Healthcare Corp.
Sage Products Inc
Sandel Medical Industries
Scanlan International, Inc
SciQuest, Inc.
scrubEx, a product of IPA
Sigma Management Group
Sizewise
Sodexo Health Care Services
Specialty Surgical
Instrumentation Inc
Spectrum Surgical Instruments
Corp.
SPSMedical Supply Company
SRI Surgical
Status Blue
Stericycle, Inc.
SterilMed, Inc.
Suburban Surgical Co Inc
Swisslog
Systems House, Inc., The
Thermo Fisher Scientific
Total Repair Express
TriMedx
Trimline Medical Products Corp.
Universal Hospital Services, Inc.
University HealthSystem
Consortium & Novation
VA Office of Aquisitions
& Material Management
VA SDC Asset Management
Service
Vendor Credentialing Service
VHA
Vuetura, Inc.
West-Com Nurse Call Systems
Winn Solutions LLC

TRAVEL INFORMATION

Welcome to Tampa Bay,

an area that encompasses three counties and is “home” to over 2 million residents. It’s a home filled with sunny beaches and bright futures. It’s where Tampa Bay Buccaneers’ fans cheered their winning team on to Super Bowl glory in 2002 and their favorite hockey team, the Tampa Bay Lightning, on to the 2004 Stanley Cup victory. It’s also home to the “Number 1 Zoo in the United States for Kids.”

THE CITY OF TAMPA IS FLORIDA’S THIRD LARGEST CITY. Besides nearby beaches, major attractions in the region include: Busch Gardens and Adventure Island, The Florida Aquarium, Tampa Bay Performing Arts Center, Lowry Park Zoo, Salvador Dali Museum, Fantasy of Flight, Tampa Museum of Art, Hillsborough River State Park, the downtown Tampa Channelside retail complex, and upscale shopping centers, including International Plaza and Westshore Mall in Tampa and it is only one hour from Disney and Universal theme parks. Bring your family and extend your vacation to visit all the local attractions.

Conference Hotels

This year the process for hotel registration has changed. Once you have registered for the conference, hotel information will be provided to you in your confirmation email from the registration company. The rooms are priced at \$159 single/double rate.

Air Travel

United is proud to offer special meeting discounts for attendees for AHRMM09. Simply call (or have your travel agent call) United’s Special Meeting Desk at (800) 521-4041 and refer to Meeting ID Number 500 CJ to receive a 2 – 15% discount off applicable fares, including First Class. If you purchase your ticket at least 30 days prior to travel, you will receive an additional 5% discount on most booking classes. This special offer applies to travel on domestic segments of all United Airlines, United Express, and United code share flights (UA*) operated by Lufthansa and Air Canada.

You may also purchase your ticket online at www.united.com and receive a 5% discount, use “Book Travel” to enter your travel criteria, to “More Search Options: and enter the promotional code 500CJ. Available flights will be displayed. Flights that qualify for the discount will be clearly identified with a green star symbol, which means that the itinerary is “electronic certificate eligible” and the discounted fare will be automatically calculated. This special offer applies only to flights to and from the United States.

Auto Rental

Special meeting rates negotiated with Hertz are available by calling (800) 654-2240 from within the United States or (405) 749-4434 from outside the United States. Provide the Convention Number 03AG0006 to the Hertz customer service representative at the time of reservation and the meeting rates will automatically be compared to other Hertz rates. You will be quoted the best rate available. Reservations are subject to availability.

Ground Transportation

Super Shuttle International service between the airport and downtown hotels is \$20 round trip or \$12 each way per person. ExecuCar



Transportation service is \$50 for four people in a sedan each way or \$67 for ten people in a van each way. To receive the discounted AHRMM rates, you must use Discount code ECETD. The shuttle and car service may be booked by clicking on the link from the AHRMM09 website. Taxis are also readily available for approximately \$25 each way. Once you pick up your baggage, follow the ground transportation signs.

Conference Attire

AHRMM09 is a relaxed educational environment, so we suggest business casual dress. This may include slacks, blazers, blouses, or casual dresses. In July, the average temperature in Tampa is 82°F. Keep in mind that the Convention Center is climate-controlled, so you may want to dress appropriately to accommodate any varying temperature from inside to outside.

Information Desk & AHRMM Bookstore

Have questions? Stop by the AHRMM Information Desk for answers. Also, take advantage of the exclusive opportunity to purchase AHRMM publications, products, and 2009 Materials Management Week gift items at the onsite AHRMM Bookstore. Many products will be discounted for AHRMM09 attendees.

Cyber Station

Computer stations are open every day during AHRMM09 for checking and sending emails, surfing the internet, or visiting the AHRMM website.

Conversation Corner

Stop by the Conversation Corner to share new insights and ideas from a Learning Lab session, rest your tired feet after walking the AHRMM Exhibit Hall, or simply plan out the rest of your day. Conversation Corners will be open everyday during AHRMM09 and are a great way to touch base, collaborate, and cultivate new ideas with your colleagues.

CMRP Examination

Looking to take the CMRP examination? This year AHRMM will not be offering onsite laptop examinations but take the exam at a location near you, and you will still be able to take advantage of using the continuing education credits you receive for attending the conference towards re-certification at a later date. Visit www.aha.org/certification and find out how to apply for the exam and the closest testing center near you.

GENERAL INFORMATION

Online Conference Proceedings

All of this year's Learning Lab educational sessions (except 1.9 Is Your Business Staying Relevant) will be professionally recorded and synched with the appropriate PowerPoint presentation online. Conference attendees may purchase this downloadable version of the sessions prior to the conference for only \$99. To order at this special rate, please select Online Conference Proceedings on the AHRMM09 Registration Form. This online offering will also be available for purchase during and after the conference.

Note: By attending and/or participating in discussions, registrants agree that AHRMM may electronically record, copy, and distribute their involvement in all program discussions including question-and-answer periods. No individual or entity other than AHRMM may electronically record or copy any portion of this program for any purpose without prior written consent from AHRMM.

Conference Photographer

A professional photographer may take photos of participants at AHRMM09 programs and events. These photos are for AHRMM use only and may appear on AHRMM's website, in printed brochures, or other promotional materials. Attendees' registration grants AHRMM permission and consent for use of this photography.

Full-Conference Registration

When you register for the full-conference you receive admission to the General Sessions, Learning Labs, Exhibit Hall, Welcome Reception, Networking Party, and refreshment breaks and receive lunch on both Monday and Tuesday. Full-conference registration also includes access to the PowerPoint presentations of the Learning Lab sessions. Learning Lab PowerPoints will be available online for download prior to the conference so you can better prepare for the programs you plan on attending.

Single-Day Registration

If you cannot attend the full conference, we encourage you to consider Single-Day Registration and attend only one or two days of AHRMM09. Registration fees include all scheduled programs and events for that day.

Conference/Membership Package

Join or renew your AHRMM membership now and you can register for the discounted AHRMM member full-conference registration rate (over \$150 less than the non-member full-conference registration fee). To become a member and take advantage of the discounted rates simultaneously, go to www.ahrmm.org or simply check the appropriate box on the Registration Form.

Guest Registration

AHRMM considers spouses, partners, or other family members (at least 18 years of age) attending the conference as guests. Guests are not allowed to enter the Exhibit Hall or conduct business with other AHRMM attendees or exhibitors, but are allowed to attend all other AHRMM09 food-related functions. Guest badges will show first and last name only.

Press Registration

AHRMM does provide special media credentials for members of the press covering AHRMM09 events. For registration and guidelines,

visit www.ahrmm.org. If you qualify, please check the Press box on the Registration Form and be sure to supply your press credentials with your complete registration form.

Registration Options

Please note that registrations are not complete until the full AHRMM09 payment is received. A confirmation will be emailed within two weeks of receipt of registration form and payment. If you do not receive a confirmation, please contact AHRMM at (312) 422-3840 or ahrmm@aha.org.

Registration by Mail

Complete the registration form and mail it with your check or authorized credit card to:

AHRMM
75 Remittance Drive, Suite 1976
Chicago, IL 60675-1976

Onsite Registration Schedule

Sunday, July 19 from 8:00 AM – 8:00 PM
Monday, July 20 from 7:00 AM – 2:30 PM
Tuesday, July 21 from 7:15 AM – 1:30 PM
Wednesday, July 22 from 7:30 AM – 10:30 AM

Onsite Check-in

Your official AHRMM09 badge will be required for admission to social functions, educational sessions, and the Exhibit Hall. Registration and conference materials will be available during registration hours at the Tampa Convention Center. Any registrant with an unpaid balance will be asked for payment onsite using a check or credit card prior to admission to any educational session or the Exhibit Hall.

Cancellation Policy/Refund Requests

AHRMM reserves the right to cancel or reschedule AHRMM09 Annual Conference & Exhibition or individual sessions due to unforeseen circumstances. AHRMM cannot be held liable for non-refundable airline tickets. Registration fees, less a \$150 cancellation fee, are refundable if written notice is received by July 13, 2009. Any refunds will be issued after the conference. Cancellations of unpaid registration are also subject to the \$150 cancellation fee. Notice of cancellation should be faxed to (312) 422-4573. After July 13, 2009, all fees/credits toward AHRMM09 are forfeited. You are encouraged to send a substitute if you cannot attend. No exceptions allowed.

Substitutions

Registrants unable to attend may send a substitute. If the substitute is not an AHRMM member, the non-member registration cost differential must be paid in advance or onsite.

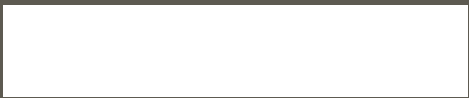
Restrictions

By registering as an attendee, program participants agree to refrain from marketing products or services during the course of this program.

Americans with Disabilities Act Information

It is important to AHRMM that you enjoy your participation in the conference. If, due to a disability, you have any special needs or requirements, or if you need auxiliary aids or services, please contact AHRMM directly at (312) 422-3840 or ahrmm@aha.org.

REGISTRATION FORM



Attendee Name

Trade Press

Media may apply for press badges when covering the Conference at no charge. All press must be pre-approved by AHRMM (see guidelines at www.ahrmm09.org) and must supply their company name, a valid reason for attendance, and their media credentials.

Organization: _____

Reason for Coverage: _____

Pre-Conference Workshops

	AHRMM MEMBER	NON- MEMBER	
<input type="checkbox"/> CMRP Overview	\$99	\$139	_____
<input type="checkbox"/> Materials Management 101	\$99	\$139	_____
<input type="checkbox"/> Materials Management 201	\$99	\$139	_____
<input type="checkbox"/> Anatomy of Materials Management	\$99	\$139	_____
<input type="checkbox"/> Lean Management Simulation	Includes Lunch, session is limited to 20 people.		_____
	\$200	\$250	_____
SUBTOTAL			_____

Annual Golf Tournament

Registration is for individual and hospital-based participants only.

Contact AHRMM for a foursome registration or for club rentals.

<input type="checkbox"/> Golf Participant	Individual \$225	_____
	Hospital-based \$175	_____
<input type="checkbox"/> Donation to Project Perfect World	Insert Amount	_____
SUBTOTAL		_____

GOLF SHIRT

Included with Golf Tournament registration. Men's sizes only (select one).

S M L XL Other _____

Part II: Membership Application

Become an AHRMM member now and take advantage of the special AHRMM member conference rates by completing this section of the form. In just one simple step, you can save up to \$150 off your registration – these savings alone more than cover the cost of your annual dues!

Note: If you are already an AHRMM member or do not wish to join at this time, please check the appropriate option below and continue onto "Part III: Event Confirmation".

- I am currently an AHRMM Member.
- I do not wish to join AHRMM at this time.

Membership Status

- New Member
- Renewing Member

Home Information

Home Address: _____

City: _____ State: _____ Zip: _____

Country: _____

Phone: _____

Email: _____

Send all future AHRMM communications to my: (please check one)

- Home Address (above)
- Business Address (Part I: Attendee Information)

Annual Dues

<input type="checkbox"/> Employed by AHA member institution	\$100
<input type="checkbox"/> Active duty in the uniformed services	\$100
<input type="checkbox"/> Individual employed by non-member institution	\$130
<input type="checkbox"/> Individual employed by trade press	\$130
<input type="checkbox"/> Chief Executive Officer of non-member institution	\$140
<input type="checkbox"/> Full-time student (information required*)	\$66
<input type="checkbox"/> Retiree (information required*)	\$66

SUBTOTAL _____

* Student & Retiree Qualifying Information:

University/Organization Name: _____

Expected Graduation Date/Year Retired: _____

Annual Dues: Membership dues are effective one year from the date the membership application is accepted and processed. Membership eligibility is subject to the provision of the AHRMM bylaws. An applicant may join either by mail, phone, email, or the AHRMM website. Applicants may be admitted to membership at any time during the year upon paying annual dues. Under cycle billing procedures, dues will be billed again 12 months later, not on a calendar basis. The AHA may deposit the enclosed dues, remittance pending consideration of the application, and, in the event the application is not approved, the AHA will properly refund remittance. Remittance of dues must accompany the application. Members may cancel their membership at anytime, but dues will not be refunded nor is membership transferable.

Part III: Event Confirmation

To help AHRMM better prepare for the conference, please tell us which programs you plan on attending.

Networking Events

- First-time Attendee & New Member Reception
- Welcome Reception
- Buccaneer Bash

Panel Discussions (select one)

- AHRMM Chapters: Strengthening Your Local Chapter
- RFID Roundtable Discussion

Note: Registering for one of these discussions takes the place of attending Learning Labs 2 and 3.

Learning Labs

Select only one presentation from each session at right.

LEARNING LAB 1

- 1.1 Application of Six Sigma to Inventory Management
- 1.2 Materials and Finance Working Together
- 1.3 Technology Management as a Supply Chain Strategy
- 1.4 Best Practices for Managing Capital Spending
- 1.5 Growing Green: Starting an Environmentally Preferable Purchasing Program
- 1.6 2009 Supply Chain Survey – RN & RN Executive Satisfaction
- 1.7 Supply vs. Labor Cost Calculations
- 1.8 OSHA and Supply Chain
- 1.9 Is Your Business Staying Relevant
- 1.10 Are You Ready for the Three G's?

LEARNING LAB 2

- 2.1 Linking Supply Chain with the Revenue Cycle
- 2.2 Extend Your ERP: Lessons from a \$7B IDN
- 2.3 Supplier Credentialing and Management
- 2.4 Reverse Energy Auction: Go Green, Save Money
- 2.5 The Growth of "Self Contracting" is it for You?
- 2.6 Lessons Learned in Supply Chain Cost Reduction
- 2.7 Focusing on What Really Matters: Let's Get Real
- 2.8 Implement Data Standards Now!

LEARNING LAB 3

- 3.1 The Economic Downturn: Impacts on the Healthcare Supply Chain
- 3.2 How is Your Supply Chain Operations Functioning?
- 3.3 We Can't Control the Wave but We Can Learn to Surf
- 3.4 The FDA and UDI: Application and Integration
- 3.5 Spine Surgery – Cash Cow or Mad Cow
- 3.6 Advancing Your Career: Resume and Interview Skills
- 3.7 GS1 Data Standards in Healthcare: Industry Progress Report

LEARNING LAB 4

- 4.1 Dietary Service Optimization and Cost Reduction
- 4.2 Supply Chain Transformation – Case Study
- 4.3 With Data be Fearless in the Face of Transparency
- 4.4 340B RX Program: What Inquiring Minds Want to Know
- 4.5 Still More Best Practices in Materials Management
- 4.6 Are You Using Your Value Analysis Process to Put the Cart Before the Horse?
- 4.7 Supply Chain Performance Excellence

LEARNING LAB 5

- 5.1 VMI and JMI: New Paradigms in Inventory Management

- 5.2 Creating and Sustaining a Lean-Cost Conscious Cult
- 5.3 Evidence-Based Technology Planning and Acquisition
- 5.4 Purchasing Cards: Solutions with Plastic
- 5.5 The Hard Cash Facts About Supply Chain Automation
- 5.6 You're the Proud Owner of Brand New Clinic/Service
- 5.7 2009 Supply Chain Survey – RN & RN Executive Satisfaction
- 5.8 Never Events and Pay for Performance
- 5.9 The Untapped Resource (Military Logisticians)
- 5.10 Global Location Number (GLN) Getting Started Workshop

LEARNING LAB 6

- 6.1 Designing a 100 Bed Mobile Field Hospital and ER
- 6.2 Vendor Managed Inventory – When and How
- 6.3 Environmental Metrics and Prioritize Cost-Savings
- 6.4 Optimizing Clinical Value Contracting Performance
- 6.5 Paying What You Expected
- 6.6 Hands-On Lean Projects for Materials
- 6.7 Gaining Ground: The Power of Enfranchising Physicians
- 6.8 Hurricane Implant Hits Lee Memorial
- 6.9 From Materials Manager to Supply Chain Executive
- 6.10 Global Trade Item Number (GTIN®) Getting Started Workshop

LEARNING LAB 7

- 7.1 Transforming a Laboratory Supply Chain
- 7.2 Hospital Insolvency: The Looming Crisis and You
- 7.3 Driving High Impact Supply Chain Improvement
- 7.4 The High Cost of "Dirty Data" and What To Do About It
- 7.5 Capital Acquisition Program a Win – Win
- 7.6 The State of Healthcare Logistics
- 7.7 You're the Proud Owner of a Brand New Clinic/Service
- 7.8 LOST: A Supply Chain Adventure to Recapture Lost Revenue
- 7.9 In Pursuit of Excellence
- 7.10 Global Data Synchronization Network (GDSN®) Getting Started Workshop

LEARNING LAB 8

- 8.1 Q² = Quantity and Quality
- 8.2 Boost Your Bottom Line with TCO Capital Equipment Planning
- 8.3 Procure-to-Pay: Best Practices in Automating the Supply Chain
- 8.4 Saving Big Green By Focusing on Sustainability
- 8.5 Still More Best Practices in Materials Management
- 8.6 Successful Tactics for Orthopedic Price Leveling
- 8.7 Spine Surgery – Cash Cow or Mad Cow
- 8.8 Zen Commute: Your Daily Journey to Enlightenment
- 8.9 Traceability in the Hospital...Moving From Guessing to Knowledge

REGISTRATION FORM

Attendee Name

Part IV: Attendee Profile

So AHRMM may continue to serve you to the best of its ability, please answer the following questions:

1. What type of organization are you from? (select one)

- Hospital/Medical Center
- Integrated Delivery Network (IDN)
- Managed Care Organization
- Group Purchasing Organization
- Consulting Firm
- Military/VA/Government
- Distributor
- Manufacturer
- Other (specify): _____

2. What is your title? (select one)

- Executive (CEO, CFO, President, etc.)
- Vice President
- Director
- Manager
- Associate
- Technician
- Clinician
- Assistant/Agent
- Other (specify): _____

3. What is the supply chain area that you work in most? (select one)

- Central Services
- Clinical Resource Management
- Corporate Offices/Health System Headquarters
- Consulting
- Contract Management
- Finance
- Information Technology
- Logistics
- Materials Management
- Purchasing
- Pharmacy
- Support Services
- Value Analysis
- Other (specify): _____

4. In what year did you begin your career as a professional in the healthcare supply chain field? _____

5. If you work in a hospital/medical center or IDN, where is your buying influence? (select all that apply)

- Administration
- Central Service
- Emergency
- Environmental Services
- Mailroom/Printing
- Medical/Surgical
- Operating Room
- Other (specify): _____

6. If you work in a hospital/medical center or IDN, what is your annual purchasing budget? _____

7. In what setting is your facility located? (select one)

- Rural
- Suburban
- Urban

8. What is the highest level of education you have completed? (select one)

- High School
- Bachelors
- Masters
- Doctoral

8. How long have you been an AHRMM member? _____

Part V: Payments

Online www.ahrmm09.org

Mail or Fax

Complete Conference Registration Forms must be included with all mailed and faxed registrations. For credit card payments, please include your signature on the signature line below.

TOTAL ENCLOSED _____

Visa Mastercard American Express

Credit Card #: _____ Exp. Date: _____

Signature: _____ Date: _____

Check/Money Order (enclosed) made payable to AHRMM with the code #314AM09 (U.S. funds only)

MAIL: AHRMM

75 Remittance Drive, Suite 1976
Chicago, IL 60675-1976

FAX: (805) 654-1676

AHRMM reserves the right to cancel or reschedule the AHRMM09 Annual Conference & Exhibition or individual sessions due to unforeseen circumstances. AHRMM cannot be held liable for nonrefundable airline tickets. Registration fees, less a \$150 cancellation fee, are refundable if written notice is received by July 13, 2009. Any refunds due will be issued once the Conference ends. Cancellations of unpaid registrations are also subject to the \$150 cancellation fee. Notice of cancellation should be faxed to (312) 422-4573. After July 13, 2009, all fees/credits toward the Conference are forfeited. Registered attendees are encouraged to send a substitute if they cannot attend. No exceptions allowed.

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AHRMM09



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One North Franklin | Chicago, IL 60606

ahrmm@aha.org



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REGISTER NOW AT

www.ahrmm09.org

EARLY BIRD RATES END

↳ MAY 8, 2009