Monday, September 11, 2017

7:30-8:30 a.m.  Registration and Breakfast
8:30-8:45  Welcome and Introductions
8:45-9:45  Innovating for Laboratory Success at Northwell Health
           Robert Stallone
9:45-10:30  Leveraging Lab Outreach – Then and Now
            Lois VanEck
10:30-11:00  Break and Exhibits
11:00-12:00 p.m.  Health System Outreach Integration
            Steve Finch, M.H.A., R.N.
12:00-1:00  Lunch and Exhibits
1:00-1:45  Center for Innovation Patient Experience
            Mariëtte de Mooij
1:45-2:30  Leveraging Provider Relationships
            Carlos Albernu
2:30-2:45  Break and Exhibits
2:45-3:30  Friend or Foe: Developing Successful Vendor Partnerships
            Bobbi Kochevar, MBA, MLS(ASCP) CM
3:30-4:15  The Most Critical Research: Self Discovery
            The Rev. Nick Mezecapa
4:15-4:30  Course Wrap Up
7:00-9:00  Reception

Tuesday, September 12, 2017

7:00 a.m.  Registration and Breakfast

BREAKOUT 1  8:30-9:30 a.m.  Staffing to Workload
            Michael Baisch
            Legal Updates
            Sharon Zehr, J.D.
            Identifying Laboratory Costs
            Lynn Bryan, B.Sc. (Hons)

BREAKOUT 2  9:35-10:35  Staffing to Workload
            Legal Updates
            Sharon Zehr, J.D.
            Identifying Laboratory Costs
            Lynn Bryan, B.Sc. (Hons)

BREAKOUT 3  11:00-12:00 p.m.  The Hang Up: Leveraging Customer Service
            Julie Bicknese and Sue Cloutier
            Project Management
            Ellen Dijkman Dulkes, MS, MT(ASCP)
            Slaying the Outreach Dragon: Insurance Contracting
            Charlene Harris
12:00-1:00  Lunch and Exhibitors

BREAKOUT 4  1:00-1:55  The Hang Up: Leveraging Customer Service
            Julie Bicknese and Sue Cloutier
            Project Management
            Ellen Dijkman Dulkes, MS, MT(ASCP)
            Critical Thinking
            Jeffry Harden, Ph.D.

BREAKOUT 5  2:00-2:55  Slaying the Outreach Dragon: Insurance Contracting
            Charlene Harris
            Critical Thinking
            Jeffry Harden, Ph.D.
            Best Practices Round Table Discussion
            Shirley Roque, MT(ASCP)

4:00  Adjourn