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**AHRMM**

Association for Healthcare  
Resource & Materials Management  
of the American Hospital Association



**American Hospital  
Association**

**2004**

CONFERENCE BROCHURE

AHRMM's 42<sup>ND</sup> ANNUAL  
CONFERENCE & EXHIBITION:  
*Setting The Standard*



**DOWNTOWN**  
*Nashville*

August 1-4, 2004 / Downtown Nashville, TN

**Nashville Convention Center**

**Stay ahead of the learning curve.  
Attend AHRMM's 2004 Annual  
Conference & Exhibition to learn  
from national experts in the  
healthcare resource and materials  
management field and network with  
colleagues from around the country.**

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# AHRMM's 42nd Annual Conference & Exhibition is

the essential education and networking event for healthcare resource and materials management professionals.

The Annual Conference focuses on current issues in the healthcare field such as effective relationships with clinicians, Point-of-Use, Web-based materials management, successful product standardization, purchasing and distribution issues, support services, finance, information systems, strategic planning, and professional development, giving you tools and resources to apply in your own organization.

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The Army and Air Force are partnering with AHRMM for the first time to put on a half-day program on Wednesday, August 4th from 1:00-5:00PM, on a Joint Military Session on Medical Logistics. Department of Defense leaders will speak on topics that impact military logisticians in peacetime and contingency. The public is welcomed. For further info, please contact Lieutenant Colonel Mitch Brew at 703/681-8067, [mitchell.brew@otsg.amedd.army.mil](mailto:mitchell.brew@otsg.amedd.army.mil), or Captain Janet Urbanski at 301/619-4082, [janet.urbanski@ft-detrick.af.mil](mailto:janet.urbanski@ft-detrick.af.mil).

## Who Should Attend?

- Vice Presidents, Directors, and Managers of Resource and Materials Management
- Support Services Professionals
- Purchasing Professionals
- Supply Chain Managers
- Clinical Resource Managers
- Contract Administrators
- Military Logisticians
- Senior-Level Managers in Purchasing Organizations
- Chief Financial/Resource Officers
- Operating Room Buyers
- Central Service and Supply Personnel
- Senior Administrators of Healthcare Organizations and Systems
- Healthcare Supplier, Manufacturer Representatives
- Healthcare I-Commerce and MMIS Professionals
- Healthcare Resource and Materials Management Consultants
- Resource and Materials Management Students
- Healthcare Contracted Support Services Professionals

## About AHRMM

The Association for Healthcare Resource & Materials Management (AHRMM) of the American Hospital Association is the premier organization for executives in the healthcare resource and materials management profession. Founded in 1962, AHRMM prepares its more than 3,100 members to contribute to the field and advance in the profession through networking, education, recognition, and advocacy. Committed to putting members ahead of the learning curve, AHRMM provides information and resources to work smarter and prepare for upcoming challenges and opportunities.

## Membership in the Association provides comprehensive resources and services:

- Weekly member e-mail updates
- Continuing education
- Resources and tools accessible at [www.ahrmm.org](http://www.ahrmm.org), including an online membership directory and special reports for members only
- *Healthcare Resource & Materials Management News* (bi-monthly newsletter)
- *Materials Management in Health Care* Magazine
- CareerConnection – “help wanted ads” for members only
- Fellow recognition program
- Educational scholarships
- Certified Materials & Resource Professional (CMRP) credential recognizing professional achievement
- National networking opportunities
- Access to AHA's vast information resources
- Discounts on AHA and AHRMM products and services

For further information on AHRMM membership, call 312/422-3840, e-mail [ahrmm@aha.org](mailto:ahrmm@aha.org), or obtain immediate information at [www.ahrmm.org](http://www.ahrmm.org). Information and a membership application can also be obtained from AHRMM's Fax-On-Demand system by calling 800/764-3294 and requesting document #431401. Join today and save on your full-Conference registration fee.

AHRMM has applied for nursing credits with the Illinois Nurses Association.

# Schedule Overview

All events will take place at the Nashville Convention Center, except where noted.

## Sunday, August 1, 2004

All Sunday events except the Welcome Reception will be at the Nashville Convention Center

6:00AM	Eighth Annual Charity Golf Tournament at President's Reserve at the Hermitage Golf Course (7:30AM shotgun start) <i>Title Sponsor: McKesson</i>
8:00AM – 8:00PM	Attendee and Exhibitor Registration
8:00AM – 8:00PM	Cyber Café
10:00AM – 12:00PM	<b>Pre-Conference Workshop:</b> CMRP Overview Session
12:00PM – 5:00PM	AHRMM Information Desk and Bookstore
1:00PM – 4:00PM	<b>Pre-Conference Workshop:</b> Materials Management 101 <i>sponsored by the Johnson &amp; Johnson Health Care Companies</i>
1:00PM – 4:00PM	<b>Pre-Conference Workshop:</b> Materials Management 201 <i>sponsored by the Johnson &amp; Johnson Health Care Companies</i>
1:00PM – 4:00PM	<b>Pre-Conference Workshop:</b> Materials Management 301 <i>sponsored by the Johnson &amp; Johnson Health Care Companies</i>
<b>NEW!</b> 1:00PM – 4:00PM	<b>Pre-Conference Workshop:</b> Materials Management 401 <i>sponsored by the Johnson &amp; Johnson Health Care Companies</i>
4:15PM – 5:45PM	First-Time Attendee/New Member Orientation
6:00PM – 7:30PM	Welcome Reception Renaissance Nashville Hotel (cash bar & light hors d'oeuvres)

## Monday, August 2, 2004

All Monday events except the General Sessions will be at the Nashville Convention Center

7:00AM – 2:30PM	Registration
7:30AM – 8:30AM	Complimentary Coffee and Rolls <i>sponsored by Mobile Instrument Service &amp; Repair</i>
7:30AM – 5:30PM	Cyber Café
7:30AM – 5:30PM	AHRMM Information Desk and Bookstore
8:30AM – 10:00AM	Opening General Session and Keynote Address featuring Michael Broome
10:15AM – 11:30AM	General Session featuring Gerald DeSilva, Melanie Miller, and Raymond Rennebaum
11:30AM – 3:00PM	Exhibit Hall Open with Attendee Luncheon
2:45PM – 4:00PM	Concurrent Sessions I*
4:00PM – 4:15PM	Bottled Water Break <i>sponsored by PeopleSoft</i>
4:15PM – 5:30PM	Concurrent Sessions II*
5:30PM	Open Evening

## Tuesday, August 3, 2004

All Tuesday events except the General Session, the Recognition Breakfast, and the Networking Party will be at the Nashville Convention Center

7:15AM – 1:30PM	Registration
7:30AM – 4:30PM	Cyber Café
7:30AM – 4:30PM	AHRMM Information Desk and Bookstore
7:30AM – 9:00AM	Recognition Breakfast
9:15AM – 10:30AM	Concurrent Sessions III*
10:00AM – 1:30PM	Exhibit Hall Open with Attendee Luncheon
1:45PM – 3:15PM	General Session featuring Colonel Jonathan Kissane and Major Greta Bennett
3:30PM – 4:45PM	Concurrent Sessions IV*
6:00PM – 8:30PM	Networking Party Renaissance Nashville Hotel (cash bar & hors d'oeuvres)

## Wednesday, August 4, 2004

7:30AM – 9:30AM	Leadership Breakfast for Chapter Presidents, Presidents-Elect, and Committee Members <i>sponsored by Cardinal Health</i>
7:30AM – 10:30AM	Registration
7:30AM – 11:00AM	Cyber Café
7:30AM – 11:00AM	AHRMM Information Desk and Bookstore
8:00AM – 9:15AM	Concurrent Sessions V*
9:30AM – 10:45AM	Concurrent Sessions VI*
11:00AM – 12:00PM	Closing Keynote Address featuring Robert Ian
1:30PM – 4:30PM	Certified Materials & Resource Professional (CMRP) Special Paper-and-Pencil Examination (You must have pre-registered to take the exam at the Annual Conference. Walk-ins will not be accepted. See page 22 for details.)

\* There are 7 educational tracks: Distribution, Finance, Information Systems, Purchasing, Strategic Planning, Support Services, and Professional Development. This year some sessions will focus on Clinical Resource Management. All tracks will be presented at Basic, Intermediate, or Advanced levels.

# Overview of Concurrent Sessions

	<b>Concurrent Sessions I</b> <b>Monday, 8/2</b> <b>2:45PM – 4:00PM</b>	<b>Concurrent Sessions II</b> <b>Monday, 8/2</b> <b>4:15PM – 5:30PM</b>	<b>Concurrent Sessions III</b> <b>Tuesday, 8/3</b> <b>9:15AM – 10:30AM</b>
<b>DISTRIBUTION</b>	I.1 Preparing for Point-of-Use (repeated in session IV)  	II.1 Web-based Materials Management: Why Hospitals Require Vertical Solutions Designed Exclusively for Healthcare	III.1 OR Inventory Reduction 
<b>FINANCE</b>	I.2 Standardizing Patient Implant Expenses by Preserving Physician Preference: A Paradigm Driven Case Model 	II.2 Exceeding the Mark: Benchmarking and Negotiating for Clinical Equipment 	III.2 Case Study: How A Small Hospital Saved BIG BUCKS!  III.3 Clinical Resource Management — Collaborative Expense Reduction 
<b>INFORMATION SYSTEMS</b>	I.3 Taking Wireless Materials Management Beyond Supply Carts to the Entire Organization	II.3 Effective Nursing Supply Chain Compliance — Providing a Timely Link, Through Internet Based Reporting	III.4 Optimizing Financial and Supply Chain Performance
<b>PURCHASING</b> <i>Purchasing Track is sponsored by:                      Southeast Florida Society                      for Healthcare Materials                      Management, Inc.</i>	I.4 Undaunted Courage: Leading Physicians to Involvement & Commitment  I.5 Making Value Analysis More Effective — An Ongoing Case Study	II.4 Medical Materiel Standardization	III.5 Collaborating with Nursing to Reduce Supply Utilization 
<b>STRATEGIC PLANNING</b>	I.6 What is Supply Expense Management and What Does it Mean to Me?  	II.5 Utilizing Technology to Implement Cost Effective/Efficient Supply Chain Solutions 	III.6 A New Twist: The Supply Chain as a Source of Savings
<b>SUPPORT SERVICES</b>	I.7 Utilizing Lean Management Principles; Rapid Process Improvement to Improve Patient Critical Use Equipment Processes	II.6 Cutting Costs Through the Reprocessing of Single Use Devices  	III.7 <b>MINI PRESENTATIONS</b> <b>Staff Recruitment &amp; Retention</b> <ul style="list-style-type: none"> <li>The Project Perfect World Experience: A Clinical and Materials View</li> </ul> <b>Cost Reduction</b> <ul style="list-style-type: none"> <li>Case Study — The Cost of Unused Linen at Patient Discharge</li> <li>Restructuring Patient Transport Services</li> <li>Cost Savings Using Purchasing Credit Card</li> </ul> 
<b>PROFESSIONAL DEVELOPMENT</b>	I.8 Materials Management Metrics: Measure Your Success 	II.7 Seven Habits of Highly Successful Supply Chain Executives	III.8 Powerful Presentation Skills — Your Key to a Better Career

# By Resource and Materials Management Tracks

## Concurrent Sessions IV

Tuesday, 8/3  
3:30PM – 4:45PM

IV.1 Preparing for Point of Use  
(repeat from session I)



CRM

IV.2 Entering a New Era in Supply Chain  
Management — An Integrated Approach  
to Non-Salary Expense Reduction

IV.3 Data Synchronization for Materials  
Management

IV.4 Saving Green By Going Green: Getting  
Environmentally Preferable Purchasing in  
Your Facility STAT

IV.5 Materials Management in Transition

IV.6 Supplies Hit a Cross Roads with  
Operating Costs — Using Supply Chain  
Management as a Tool

IV.7 Effective Product Alerts/Recall  
Management for Materials Management

### IV.8 MINI PRESENTATIONS

#### Cost Reduction/Operating Room

- The Double Bin Replenishment Mode,  
a Best Practice Alternative to  
Par Level Replenishment



#### Cost Reduction

- Case Studies — Emergency Department  
Savings from Linen Automation
- How to Integrate Telephonic  
Interpretation Services into Your LEP  
Compliance Program and Reduce Costs

#### Physician Standardization

- Solution for Bariatrics

IV.9 Getting to Know Your Physicians Better

## Concurrent Sessions V

Wednesday, 8/4  
8:00AM – 9:15AM

V.1 Case Study: Freight Management —  
Challenges and Results!



V.2 Clinical Resource Management for  
Materiel Management Professionals



CRM

V.3 Automating the Capital Acquisition  
Process

V.4 Making e-Commerce Work:  
From Vision to Real Results



V.5 Supplier Diversity in Healthcare  
Procurement: Improving the Health  
of the Communities We Serve

V.6 Best Practices in Materials  
Management Redux



V.7 Guerilla Tactics for Supply Chain  
Management: Missed Opportunities  
and How to Make Yourself  
Indispensable

V.8 The Malcolm Baldrige National Quality  
Award and You

## Concurrent Sessions VI

Wednesday, 8/4  
9:30AM – 10:45AM

VI.1 Aligning Logistical Core Competencies Along a  
Clinically Driven Supply Channel:  
Going the Extra Mile

VI.2 Measuring the Real Cost of the  
Supply Chain

VI.3 Cost Reduction the Smart Way: Clinicians +  
Analyst + Administration = \$UCCE\$\$



CRM

VI.4 Centralized Purchasing/Corporate-wide  
Procurement Card Program for a Multi-State/  
Multi-Hospital System



VI.5 Managing Contractual Agreements — Development  
of a Comprehensive Organizational Process



VI.6 Materials Management & Operating Room:  
Conquering the Supply Chain

VI.7 Physician Preference Items —  
A Results Oriented Approach to  
Reducing Cost

# Featured Speakers

## Opening General Session and Keynote Address

### “A Humorous Look at Personal and Professional Success (How To Be A Liver of Life And Not A Gall Bladder)”

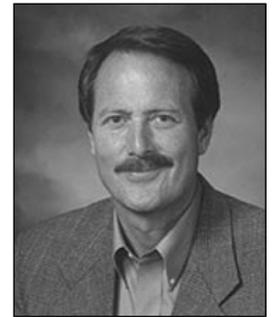
#### Michael Broome

Michael Broome graduated from Appalachian State University, where he designed his academic major in leadership development. Within a few years of graduation, he began addressing groups composed of two or more; soon, Michael was speaking full time and has become one of the most sought after speakers in his profession.

He and his wife Karen have three children. Their home is nestled in the middle of their 1000-acre farm where Michael grows hay and raises cattle as a sideline. He says farming is the most satisfying way that he knows to lose money. His primary hobby is building habitats and planting food plots for deer, quail, ducks, and the species with whom his wife says he has the most in common — the wild turkey!

The Broomes are active in their faith, are involved with numerous youth organizations, and have created a special summer camp for teens from residential children’s homes and foster homes.

Michael has serious concerns about the erosion of traditional values. An avid reader, his library bulges with volumes about people who have dedicated their lives to great causes. He chose a career in professional speaking because he has a sincere passion to inspire people to maximize their potential, serve others, enhance their sense of gratitude, and achieve a life balance. Michael believes that “success is when we have some of the things that money can buy and lot of the things that money can’t buy.”



## General Session

### Materials Management Adopts Clinical Value Analysis: “A Value Experience”

#### Gerry DeSilva



For the past 25 years, Gerry DeSilva has had administrative responsibility for Support Services, which has included such departments as Materials Management, Plant Operations,

Environmental Services, Food Services, Construction, and Grounds. Gerry’s career includes 13 years with Unihealth (a management organization), which owned and operated 10 hospitals in the Los Angeles area. He served for 11 years as the Administrative Director of Support Services for Glendale Memorial Hospital and for two years as the President and CEO of Pacific Health Resources, the Support Services division of Unihealth. Gerry was also with Kaiser Foundation Hospital as the Assistant Administrator, Support Service and Construction for the Los Angeles service area which included the Sunset and West Los Angeles Medical Center and more than 14 medical office buildings. Gerry has his Bachelor of Science degree from Redlands College in Healthcare Administration and his Master of Public Administration from the University of San Francisco. Currently Gerry is the Director of Facility & Materials Management for Cedars-Sinai Medical Center where he has been for the past five years.

#### Melanie Miller, RN



Melanie Miller, RN, as Program Administrator, Supply Chain Management, at Cedars-Sinai Health System, provides direction and leadership through the identification of the most

efficient and effective supply and equipment standardization and utilization. Melanie’s 20 year tenure in Materials Management has been enhanced by her clinical background. She held various leadership roles in Nursing and Surgical Services prior to making the move to the Materials Management Services department of Northwestern Memorial Hospital in 1983. Melanie is a frequent delegate to VHA/Novation Councils, published author, and is a twice recognized recipient of the CSHS President’s Award.

#### Ray Rennebaum



Ray Rennebaum is currently the Manager of Purchasing for Cedars-Sinai Health System. In his role Ray manages system wide contracts, and Ray’s contract administrative staff

supports the multiple clinical and administrative service lines. Ray brings 25 years of purchasing management to his role at Cedars-Sinai Health System. Ray graduated from Ohio State University with a marketing degree, and his graduate work was completed at the New School for Social Research in New York City. Ray is a frequent participant in VHA/Novation Task Forces and is the recipient of many honors including the Cedars-Sinai President’s Award.

## General Session

### Medical Logistics During Operation Iraqi Freedom

#### Major Greta Bennett



Major Bennett is the Medical Logistics Planning Officer for the U.S. Army's V Corps stationed in Heidelberg, Germany. She assumed her present duty on January 15, 2003. She deployed with V Corps to Kuwait on March 2, 2003 in support of Operation Iraqi Freedom. On June 15, 2003, while V Corps were headquartered in Baghdad, Iraq, she assumed operational command and control of coalition forces consisting of over

136,000 personnel comprised of 35 different countries. Major Bennett assumed the role of Combine Joint Task Force 7 Medical Logistics Planner. Her previous assignments include Chief, Logistics for the United States Army Medical Activity, Japan; Center Brigade Logistics Officer, Fort Sam Houston, Texas; Commander, Alpha Company, 16th Medical Battalion (Logistics) Camp Carroll, Korea; 2nd Infantry Division Medical Logistics Officer, Camp Casey, Korea; Information Management Officer, United States Army Medical Material, Europe, and Treatment Platoon Leader, 1st Armor Division, Germany. She is a distinguished Military Graduate of Howard University and holds a Masters of Public Administration from Troy State University.

#### Colonel Jonathan Kissane



Colonel Jonathan Kissane is the Director of Logistics for the Office of the Army Surgeon General and Assistant Chief of Staff for Logistics for the United States Army Medical Command. He assumed his present duties in July 1999 and from March through June 2003, Colonel Kissane served with the 3rd Medical Command in Kuwait as logistics liaison officer in support of Operation Iraqi Freedom. His prior

assignments include Assistant Chief of Staff for Logistics and Acquisition, North Atlantic Regional Medical Command; Chief of Staff, U.S. Army Medical Materiel Agency; Commander of the 226th Medical Battalion (Logistics, Forward) in Pirmasens, Germany; Assistant Chief of Staff for Logistics, Headquarters, 7th Medical Command; and Chief, Logistics Division, U.S. Army Hospital, Heidelberg, Germany. He is a Distinguished Military Graduate of Norwich University and holds a Masters of Business Administration from Georgia State University. He will retire from the U.S. Army on August 1, 2004 with 30 years of distinguished service.

## Closing Keynote Address

### Expanding the Power of Your Mind

#### Robert Ian

Robert Ian is an Author, Hypnotist, Mentalist, Magician, and Motivational Speaker. His unique Business Theater™ presentations combine astounding entertainment, inspiring motivation, and straightforward information you can use right away.

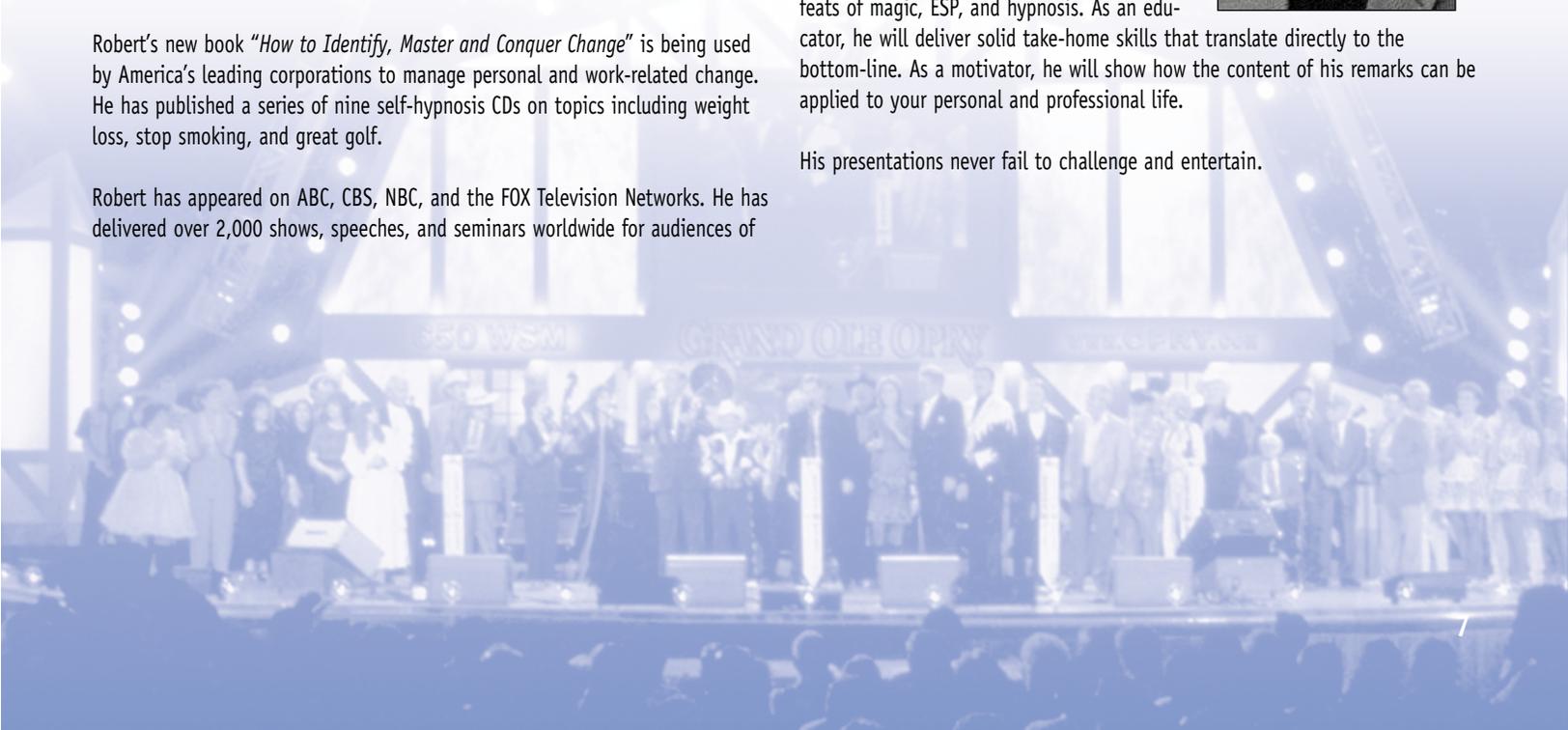
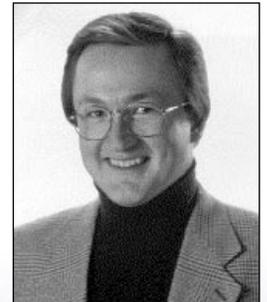
Robert's new book "How to Identify, Master and Conquer Change" is being used by America's leading corporations to manage personal and work-related change. He has published a series of nine self-hypnosis CDs on topics including weight loss, stop smoking, and great golf.

Robert has appeared on ABC, CBS, NBC, and the FOX Television Networks. He has delivered over 2,000 shows, speeches, and seminars worldwide for audiences of

10 to 4,000 with clients from Amoco to Zenith. *People Magazine* calls him "amazing." Lou Holtz calls him "a first-class act."

As an entertainer, Robert will dazzle you with feats of magic, ESP, and hypnosis. As an educator, he will deliver solid take-home skills that translate directly to the bottom-line. As a motivator, he will show how the content of his remarks can be applied to your personal and professional life.

His presentations never fail to challenge and entertain.



# Detailed Schedule

## Sunday, August 1, 2004

All Sunday events except the Welcome Reception will be at the Nashville Convention Center.

**6:00AM**

### **Eighth Annual Charity Golf Tournament at President's Reserve at the Hermitage Golf Course**

Title Sponsor: McKesson

Plan to arrive in Nashville to play in this year's Charity Golf Tournament. The proceeds will provide humanitarian medical care for hundreds of children in third world countries through Project Perfect World Foundation (PPWF). In 2003, AHRMM donated over \$42,000 in proceeds from the Charity Golf Tournament to PPWF.

Round-trip transportation between the hotel and the golf course is provided along with a golf "goody bag," driving range, continental breakfast, lunch, drink tickets, and awards ceremony. Because of the popularity of this event and the limited number of spots, exhibiting companies may purchase foursomes through sponsorship only. To inquire about sponsorship opportunities for this charity event, please call 312/422-3840. Individual golfers may sign up on the Attendee Registration form on page 25 for an additional fee of \$225 for individual entry, or \$175 for a hospital-based golfer, with a limit of two golfers per organization. Call 312/422-3840 to receive a copy of the Charity Golf Tournament brochure.

**8:00AM – 8:00PM**

### **Attendee and Exhibitor Registration**

Check in before you attend any events to get the latest information and updates about the Conference. The name badge you receive is your ticket to most Conference events.

**8:00AM – 8:00PM**

### **Cyber Café**

The Cyber Café will be open to those wanting to check or send e-mail, surf the Internet, or visit the AHRMM Web site. A staff member will be on hand to demonstrate a variety of software programs based on each attendee's skill levels.

**10:00AM – 12:00PM**

### **CMRP Overview Session**

(additional fee)

The CMRP Overview Session will cover each content area of the Certified Materials & Resource Professional examination, as well as give you

8

helpful test-taking hints by a peer who has taken the exam. Previous participants of this session have found it to be a great review tool in preparing for the exam.

Lyndia Schwab, CMRP

Manager, VHA's Consulting Services

VHA Inc.

Salina, Kansas

**12:00PM – 5:00PM**

### **AHRMM Information Desk and Bookstore**

Got questions? Stop by the information desk to have them answered. Also, do not miss this opportunity to purchase exclusive AHRMM publications and products. Many products are discounted for Conference attendees.

**1:00PM – 4:00PM**

### **Materials Management 101**

Sponsored by the Johnson & Johnson Health Care Companies

In the Materials Management 101 Workshop, the basics of healthcare resource and materials management will be covered to prepare professionals new to the field for the Annual Conference sessions or to give our experienced attendees a refresher course. (additional fee)

Terry Cox, CMRP

Supply Chain Officer

HCA The Healthcare Company

Tallahassee, Florida

Mary Ann Michalski, CMRP, FAHRMM

Purchasing Manager

Shands Hospital

Gainesville, Florida

**1:00PM – 4:00PM**

### **Materials Management 201**

Sponsored by the Johnson & Johnson Health Care Companies

This session is geared toward the materials manager who has transitioned into the role of manager or director or who has experience and is working toward getting promoted. This session will involve a more advanced look at the six areas of materials management including purchasing, distribution, information systems, finance, strategic planning, and support services. Some topics will include how to understand and prepare Return on Investment Worksheets, Excel™ Spreadsheets, and Realization Schedules. Plus, the presenters will give tips on how to develop leadership skills and how to manage people. (additional fee)

Stuart Harper, FAHRMM

Director, Materials Management

North Texas Health System

Amarillo, Texas

Robert H. Perry, FAHRMM, MBA

Logistician Team Leader

Triservice Regional Business Office

Ft. Gordon, Georgia

**1:00PM – 4:00PM**

### **Materials Management 301**

Sponsored by the Johnson & Johnson Health Care Companies

You've been involved with materials management for several years now and have done a good job of managing the supply chain for your organization. What does it take to get you to the next level, the top 20 percent of the country's supply chain professionals who are viewed both within their organization as well as by their peers as leaders, innovators, and the "upper echelon"? Start your journey by attending this session, designed to provide a perspective to help you go beyond the nuts and bolts and become an indispensable strategic asset to your organization. Get exposure to the pro-active management style and out-of-the-box thinking that will set you apart from the crowd, and learn what it takes to become a star from a presenter whose perspectives are formed by both his hospital-based materials management experience as well as from supply chain consulting to healthcare organizations across the country.

This interactive seminar is designed to expose attendees to state-of-the-art, highest level supply chain management thinking and will allow them to discuss the application of these ideas through numerous real-world scenarios. Attendees will leave armed with valuable "take away" concepts that will get them started on the journey to that highest echelon of supply chain professionals. (additional fee)

Michael L. Rudomin

Vice President

AdvanTech, Inc.

Boston, Massachusetts

**1:00PM – 4:00PM (NEW!)**

### **Materials Management 401**

Sponsored by the Johnson & Johnson Health Care Companies

The need to account for supplies goes back to the beginning of recorded history. It is closely associated with civilizations that engaged in significant



This symbol indicates an educational session that the 2004 Annual Conference Education Committee feels will be helpful in reviewing for the CMRP Exam. Attending these courses does not guarantee a "passing" grade on the CMRP Exam, but should address topics relevant to the CMRP Exam.



**New!** This symbol indicates an educational session that has a focus for Clinical Resource Managers, however, anyone is welcome to attend.

## Sunday, August 1, 2004 (cont.)

trade and commerce. The Chinese developed the abacus. Egyptian hieroglyphics show carefully documented inventories. The Incas of Peru developed the "quipus", a system of knotted strings used for counting. Historically, the health-care supply chain has been transactional — high touch, low tech. Technology must be leveraged to create an integrated end-to-end supply chain from manufacturer to point-of-use — high tech, low touch.

Course participants will be able to articulate the value proposition of a supply chain that leverages technology to transform processes, infrastructure, and resources. Participants will gain a solid understanding of the automated supply chain, and the technologies available to support it: ERP, Point-of Care, Point-of-Use, Bar-codes, Par Level Replenishment, EDI, RFID, hosted solutions, standards, Web-based applications, clinical integration, interfaces, and other related technologies. (additional fee)

*Florence Doyle*  
Division Chair, Materials Management  
Mayo Clinic  
Rochester, Minnesota

*Frank Fernandez, FAHRMM*  
Assistant Vice President/Corporate Director,  
Materials Management  
Baptist Health System  
Miami, Florida

### 4:15PM – 5:45PM First-Time Attendee/New Member Orientation

First-time attendees and new members are invited to meet the AHRMM Board of Directors, volunteer leaders, and staff. Learn how to navigate the Annual Conference, the Conference educational enhancements, which events shouldn't be missed, and how to become involved in AHRMM.

### 6:00PM – 7:30PM Welcome Reception

Meet with old friends and make new acquaintances at the first Conference-wide networking opportunity of the 42nd Annual Conference. Come to discuss the challenges you face or simply socialize with your colleagues over light hors d'oeuvres and a cash bar.

## Monday, August 2, 2004

All Monday events except the General Sessions will be at the Nashville Convention Center. The General Sessions will be at the Downtown Renaissance Nashville Hotel.

### 7:00AM – 2:30PM Attendee and Exhibitor Registration

### 7:30AM – 5:30PM Cyber Café

### 7:30AM – 5:30PM AHRMM Information Desk and Bookstore

### 7:30AM – 8:30AM Complimentary Coffee and Rolls sponsored by Mobile Instrument Service & Repair

### 8:30AM – 10:00AM Opening General Session and Keynote Address

*"A Humorous Look at Personal and Professional Success (How To Be A Liver Of Life And Not A Gall Bladder)"*

Achieving balance in life is the ultimate barometer of success. In this hectic age, Michael teaches his audience to focus their talents and have faith not only in our system, but also in their ability to make the system work for them. Motivation, people management, family life, self-esteem, and goal-setting strategies are delivered in a humorous, yet informative style.

*Michael Broome*  
Tomorrow's America  
c/o National Speaker's Bureau  
Libertyville, Illinois

### 10:15AM – 11:30AM General Session Materials Management Adopts Clinical Value Analysis: "A Valuable Experience"

The attendee will learn that visionary Materials Directors drive the adoption of the Clinical Value Analysis process within their organizations. Guiding principles of Clinical Value Analysis align with the strategic direction of Materials Management to create a lean supply chain synergy. The presentation will engage the audience in a

Clinical Value Analysis program case study designed to work with Purchasing to reduce ongoing supply expenses. Clinical Value Analysis is one cornerstone of the Materials Management Strategic Plan at a large single hospital integrated health-care delivery system on the West Coast.

Program deliverables include engaging stakeholders and clinicians, tracking financial performance, and documenting improved clinical outcomes. Engaging clinicians and physicians in the process helps maintain momentum required to address improved product standardization and utilization and project management for key customer initiatives.

The presentation will highlight historical challenges to Materials Management in the healthcare environment and will encourage the audience to consider developing a formal program within their healthcare system focused on tested and effective management strategies to align materials and clinical service lines, control expenses, and improve clinician and physician satisfaction.

*Gerald (Gerry) DeSilva*  
Director, Materials and Facilities Management  
Cedars-Sinai Medical Center  
Los Angeles, California

*Melanie Miller, RN*  
Program Administrator, Supply Chain Management  
Cedars-Sinai Medical Center  
Los Angeles, California

*Raymond Rennebaum*  
Manager, Systems Purchasing/Systems Support  
Cedars Sinai Medical Center  
Los Angeles, California

### 11:30AM – 3:00PM Exhibit Hall Open with Attendee Luncheon

Lunch will be served from 12:00PM to 1:30PM. Hall will stay open until 3:00PM for vendor meetings with clients.

### 2:45PM – 4:00PM CONCURRENT SESSIONS I

#### DISTRIBUTION – Advanced

#### I.1 Preparing for Point-of-Use



(repeated in Concurrent Session IV)

The presenters will discuss and demonstrate the financial and operational benefits of demand pull techniques in the distribution replenishment

# Detailed Schedule

## Monday, August 2, 2004 (cont.)

process. They will also describe the internal and external preparation steps necessary for connecting point of use to point of distribution and how to implement the system.

*Al Cook, CMRP, FAHRMM  
Vice President, Logistics and Distribution  
Jackson Memorial Hospital and Health System  
Miami, Florida*

*Dee Donatelli, CMRP  
Senior Manager  
Owens & Minor, Inc.  
Newton, Kansas*

### FINANCE – Intermediate

#### I.2 Standardizing Patient Implant Expenses by Preserving Physician Preference: A Paradigm Driven Case Model

CRM

Patient implants comprise one of the fastest growing materials management expenses, in free standing ASC's to multi hospital systems. The gold standard often is to standardize implant brands amongst providers. However, the opportunity to reduce multiple implant brands amongst physicians, often proves to be all but impossible. The following presentation provides a case model and methodology for reducing patient implant expenses by maintaining physician preference, and utilizing a diverse collection of data resources for encouraging cost reduction opportunities and aligning further physician and institutional incentives.

*Leslie R. Jebson  
Chief Operations Officer, Administration  
Shawnee Mission Medical Center  
Shawnee Mission, Kansas*

*Mark Turner  
Director, Performance Improvement, Perioperative Services  
Kansas University Medical Center  
Kansas City, Kansas*

### INFORMATION SYSTEMS – Intermediate

#### I.3 Taking Wireless Materials Management Beyond Supply Carts to the Entire Organization

Are you ready to extend your wireless materials management system beyond the clinical supplies department? In this session, Dartmouth-Hitchcock

Medical Center (DHMC), an early leader to mastering wireless materials management, expands on its 2003 AHRMM session to share with attendees how to extend their wireless systems to the inventory management, receiving, and delivery functions across the entire organization.

DHMC will discuss how it is maximizing its wireless systems across multiple campuses to create real-time receipt and delivery information for everything from FedEx envelopes on their way to the hospital's CEO, to furniture headed for the OR waiting room. Using wireless, web-enabled handhelds integrated with its materials management system, DHMC is eliminating wasted time searching for lost supplies or manually entering data at a supply station, and driving better communication throughout the organization.

*William R. Grimes  
Manager, Materials Management Information Systems  
Dartmouth Hitchcock Medical Center  
Lebanon, New Hampshire*

*Jamie Wyatt  
Healthcare Global Industry Executive, Technology Provider  
PeopleSoft  
Pleasanton, California*

### PURCHASING – Advanced

#### I.4 Undaunted Courage: Leading Physicians to Involvement & Commitment

Physician preference items (cardiology catheters, stents, and implants) have the highest potential for reducing costs, but also the most difficult to gather support and consensus within a facility. This session will explain the process used in a large hospital to engage the physicians in the negotiations and achieving 20 percent plus savings for these types of items. Included in this discussion will be the different contract types to use for these preference items – i.e. discount, capitation, etc. – and the benefits of each.

In addition, you will learn about the new Office of Inspector General (OIG) rulings on physician incentives or gain sharing. Other techniques will be explored to engage physicians and staff in understanding, communicating, evaluating, implementing, and auditing product conversion once a contract has been signed.

*Frank Kilzer  
Director, Material Resources  
St. Alexius Medical Center  
Bismark, North Dakota*

*Karen J. Barrow, RN  
Vice President, Group Purchasing Organization,  
Clinical Advantage Program  
AmeriNet, Inc.  
St. Louis, Missouri*

### PURCHASING – Intermediate

#### I.5 Making Value Analysis More Effective – An Ongoing Case Study

Value analysis has been touted as the panacea for healthcare organizations to reduce supply costs. Despite some limited success stories, the majority of organizations still do not use value analysis, have used it and stopped, or are using it but are disappointed with the results. Why doesn't value analysis live up to its billing in most organizations? At the 2003 AHRMM Conference a true story exploring the promise and disappointment of value analysis in healthcare was shared and some practical ideas for revitalizing a struggling program or starting one that will actually work was presented. This session is designed to provide a follow up to include a progress report, lessons learned, and a recap of efforts to introduce this new value analysis model in some additional healthcare facilities.

*Fred Stokes  
Materiel Services Manager  
Wilson Medical Center  
Wilson, North Carolina*

*Laura Wood, BSN, MSN  
Executive Consultant  
The McFaul and Lyons Group, LLC  
Horsham, Pennsylvania*

### STRATEGIC PLANNING – Basic

#### I.6 What is Supply Expense Management and What Does it Mean to Me?



CRM

All of us need to balance the expenses we incur in our day-to-day life against the income we earn. Healthcare organizations also need to balance their expenses for goods and services against the revenue they receive. Seeking ways to get the most for their dollar while still providing quality patient care, this is called supply expense management. This course will introduce principles of supply expense management and the role of the employee in reducing supply costs. The



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## Monday, August 2, 2004 (cont.)

presentation will provide information on the development and implementation of a staff education tool for supply expense management and identify processes to assist with ongoing staff participation in supply expense management.

*Lori L. Arcand, RN, PhD(c)*  
Nursing Education Specialist  
Mayo Clinic  
Rochester, Minnesota

*Terri E. Nelson, RN, MA, BS*  
Director of Value Analysis, Materials Management  
Mayo Clinic  
Rochester, Minnesota

### SUPPORT SERVICES – Advanced

#### I.7 Utilizing Lean Management Principles: Rapid Process Improvement to Improve Patient Critical Use Equipment Processes

Utilizing Lean Management Principles (Rapid Process Improvement) pioneered by the Toyota Corporation, Swedish Medical Center - 1st Hill Campus, initiated a Rapid Process Improvement (RPI) of its Critical Use Equipment (IV pumps, Syringe pumps, PCA's, and SCD's) on the Nursing Units. By reducing the wasted process steps, unnecessary que's, waiting time, and changing the process to keep these pieces of equipment in each patient room as resident equipment, we reduced the lead time from 21 hours to 40 minutes, eliminated the labor costs by over 50 percent, and improved availability of equipment by over 70 percent. Nursing perception of availability of equipment improved by over 90 percent as a result of this change in process. Additionally, the number of total IV pumps needed was reduced by over 100 and the preventative maintenance compliance was improved with less labor required.

*Allen S. Caudle, MBA*  
Vice President, Supply Chain Management  
Swedish Health Services  
Seattle, Washington

*Thomas Moench, PhD*  
Organizational Development Manager  
Swedish Health Services  
Seattle, Washington

### PROFESSIONAL DEVELOPMENT – Intermediate

#### I.8 Materials Management Metrics: Measure Your Success



How does Materials Management determine how its processes are operating? Are they efficient, customer focused, value added? This workshop will identify how to identify your core processes and how to build quantified measures of those processes. The result will be metrics that allow materials managers to make data driven decisions, process improvements, or simply give your management quantified examples of your successes. Real metrics will be discussed. Attendees will be able to take examples that can be implemented back with them.

*Thomas Harkenrider, CMRP, CHE*  
Director, Materials Management  
St. Jude Children's Research Hospital  
Memphis, Tennessee

*Gary Williams, CMRP*  
Enterprise System Manager  
St. Jude Children's Research Hospital  
Memphis, Tennessee

**4:00PM – 4:15PM**  
**Bottled Water Break**  
sponsored by PeopleSoft

**4:15PM – 5:30PM**  
**Concurrent Sessions II**

### DISTRIBUTION – Intermediate

#### II.1 Web-based Materials Management: Why Hospitals Require Vertical Solutions Designed Exclusively for Healthcare

Up to 30 percent of hospital inventory stock could be obsolete, costing the hospital millions of dollars in unused and outdated supplies. Analyzing inventory turns and identifying dead stock can help hospitals negotiate with vendors for upgrades to state-of-the-art products. Systems that maximize service levels and minimize inventory by automatically determining appropriate re-order points and placing requisitions and purchase orders based on inventory usage drive this process. Implementing point-of-use handheld, wireless technology provides real-time visibility into receiving, stocking, and usage processes. Having these capabilities in a hosted model, available via the Web, adds new levels of security, convenience, and flexibility for hospitals looking for immediate

value. The presenter will outline why healthcare is unique in requiring supply chain solutions that are built exclusively for the complicated healthcare industry, and how with the right technology in place, hospitals can redefine the way they manage inventory, requisitioning, ordering, receiving, and invoice matching.

*Cesar Calderon*  
Director, Materials Management  
San Mateo Medical Center  
San Francisco, California

### FINANCE – Intermediate

#### II.2 Exceeding the Mark: Benchmarking and Negotiating for Clinical Equipment



This presentation will explain the concepts of successful purchasing for clinical equipment including methods of analyzing costs and complex proposals, sources of benchmarking and research information, and a negotiating process designed to gain the support of the clinical staff, while at the same time maintaining vendor competition, tightly written contracts, and minimization of life cycle costs.

The different benefits and pitfalls of various equipment payment options will be compared and contrasted, with templates for calculating the real impact of every cost component: acquisition, operational, consumables, and maintenance. Case study examples will identify success stories that utilize teamwork and the above concepts to develop win/win results: solutions that minimize cost, and maximize clinical quality and satisfaction.

*Mary Jo Felix, CMRP, MA*  
Director, Materials Management  
Naples Community Health System  
Naples, Florida

*Patricia J. Klancer, CMRP, MHA, FCPHM*  
Senior Consultant, Materials Management  
McFaul & Lyons Group, LLC  
Cedar Lake, Indiana

### INFORMATION SYSTEMS – Intermediate

#### II.3 Effective Nursing Supply Chain Compliance – Providing a Timely Link Through Internet Based Reporting

One of the last great cost savings opportunities for health delivery institutions lies in effective supply chain management. Several cost savings and revenue enhancement opportunities exist in fostering greater nursing satisfaction and compliance.

# Detailed Schedule

## Monday, August 2, 2004 (cont.)

Automated supply solutions, optimal inventory levels, and standardization all are greatly impacted by this essential clinical group.

This presentation will provide attendees with a step-by-step guide to designing and utilizing 'home grown' internet solutions for employing a highly effective communications and supply compliance resource. Discussions will focus on integrating reporting methodologies with existing automated supply solutions in better aligning the incentives of both materials and clinical department staff.

*Leslie R. Jebson, MHA  
Chief Operations Officer  
Shawnee Mission Medical Center  
Shawnee Mission, Kansas*

*Anne Roberts  
Supply Automation Executive, Supply Chain  
Management  
Cardinal Health  
San Diego, California*

### PURCHASING – Intermediate

#### II.4 Medical Materiel Standardization

Medical materiel standardization is the cornerstone initiative of regional logistics programs within the Department of Defense, and presents significant opportunities for financial savings. This presentation covers the methods/procedures used by the MEDCOM, TRICARE regions, and the Medical Logistics Regional Business Offices to corporately manage our medical materiel standardization program to: increase the availability and use of the most appropriate products; lower supply chain costs through reduced supply prices; reduce waste and excess; improve supply responsiveness; and provide intangible benefits through the synergy of regional logistics and clinical collaboration.

*LTC Earle Smith  
Chief, Operations Management Division  
U.S. Army Medical Command  
Ft. Sam Houston, Texas*

*Carl E. Schauppner, CMRP, CAAMA  
Program Manager, Healthcare Support Division  
Anteon Corporation  
Silver Spring, Maryland*

### STRATEGIC PLANNING – Intermediate

#### II.5 Utilizing Technology to Implement Cost Effective/Efficient Supply Chain Solutions



To make a major impact on the supply chain, healthcare institutions must engage in an integrated, system-wide supply chain redesign that addresses people, processes, and most importantly, technology. Most hospitals have stated some common barriers to the implementation of new technology solutions:

- Inability to integrate to materials management systems
- Lack of internet access at multiple ordering points along the supply chain
- Non-integrated departments produce fragmented information

With \$24B of annual medical surgical supply spend in the domestic market and \$12B of those supplies going direct, hospitals need to provide a system-wide view of their purchasing behaviors and processes, improve the effectiveness of their entire supply chain, and use information systems which are fundamental for decision making. Hospitals typically see a 6-8 month ROI to cover their technology investments.

*Jean Sargent, CS  
Director, Central Service  
UCLA Healthcare  
Los Angeles, California*

*Lynn Mack  
Vice President, Professional Services  
Owens & Minor  
City of Industry, California*

### SUPPORT SERVICES – Intermediate

#### II.6 Cutting Costs Through the Reprocessing of Single Use Devices



CRM

This session will walk attendees through the benefits of reprocessing single-use devices. In an era where the number of disposable products is increasing daily, reprocessing is an option that can provide hospitals with significant cost savings, while still maintaining patient safety and infection control standards. A typical 275-bed hospital with a 90 percent collection rate can save about \$275,000 annually. Learn about the regulatory guidelines for device reprocessing. Hear about how XXX Hospital implemented their device reprocess-

ing program and the subsequent benefits and drawbacks. Identify the questions you should be asking third party reproducers and manufacturers.

*Pam Johnson, RN, MHA  
Supply Chain Manager, Purchasing  
Catholic Healthcare West  
Phoenix, Arizona*

*Cecilia DeLoach, HEM  
H2E State Partnership Program Director  
Hospitals for a Healthy Environment (H2E)  
Washington, DC*

### PROFESSIONAL DEVELOPMENT – Basic

#### II.7 Seven Habits of Highly Successful Supply Chain Executives

The most successful supply chain executives rarely demonstrate only one or two exceptional traits (best practices). In this very complex healthcare supply chain environment the "best of the best" managers deploy many best practices. This presentation will discuss seven best practices that are both cost and service effective. The presentation will also focus in detail on the three with the greatest impact including:

- Enhancing product consistency and utilization through strategic cost management
- Developing tactics to reduce RN and Pharmacy staff shortages
- Emphasizing contract management versus order fulfillment

In addition, a case study will be presented by a supply chain executive that will focus on a real application of one of these best practices. The case study presented by the Sentara Health System will demonstrate how to deploy several successful tactics including how to manage the procurement process by adding more value.

*Carl L. Manley  
Vice President, Materials Management  
Sentara Healthcare  
Chesapeake, Virginia*

*Thomas Hughes, MBA  
Vice President  
BD Healthcare Consulting  
Boston, Massachusetts*

**5:30PM  
Open Evening**



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**New!** This symbol indicates an educational session that has a focus for Clinical Resource Managers, however, anyone is welcome to attend.

## Tuesday, August 3, 2004

All Tuesday events except the General Session, the Recognition Breakfast, and the Networking Party will be at the Nashville Convention Center. The General Session, Recognition Breakfast, and Networking Party will be at the Downtown Renaissance Nashville Hotel.

**7:15AM – 1:30PM**

### Attendee and Exhibitor Registration

**7:30AM – 9:00AM**

### Recognition Breakfast

What are resource and materials management professionals doing to excel in the field? If you want to find out, don't miss AHRMM's Recognition Breakfast. Enjoy a delicious, hot breakfast, and support the award winners including New Chapter Affiliates, Fellows, CMRPs, and Recognition Awards.

**7:30AM – 4:30PM**

### Cyber Café

**7:30AM – 4:30PM**

### AHRMM Information Desk and Bookstore

**9:15AM – 10:30AM**

### Concurrent Sessions III

#### DISTRIBUTION – Intermediate

### III.1 OR Inventory Reduction

Inventory is a hospital's single largest non-labor expense and surgical inventory is a substantial expense for most hospitals. Controlling this inventory should be a top priority for any materials manager minimizing the necessary investment of supplies and resources, while ensuring that the right items are available in the right amounts, at the right time, at the right price. The objectives to appropriately manage surgical inventory are to streamline and optimize procedures, reduce inventory levels, and implement inventory control measures while reducing nursing involvement in inventory replenishment activities and optimizing internal distribution processes.

Identifying and understanding the drivers as they pertain to surgical inventory management is key to making change - who manages the inventory, what products are being managed, where products reside, why are products located in certain

locations, and how are supplies getting supplied. Understanding these things is key to implementing a successful surgical inventory reduction.

*Marge Trautwein  
Manager, Consulting Services  
VHA, Inc.  
Edina, Minnesota*

*Bryan Evarts, CMRP  
Consulting Services  
VHA, Inc.  
Edina, Minnesota*

#### FINANCE – Intermediate

### III.2 Case Study: How a Small Hospital Saved BIG BUCKS!

This case study will focus on the unique attempts to streamline the supply chain and staffing productivity at a 40-bed facility in middle Pennsylvania, Nason Hospital. For the first time in its 100+ year history, Nason was projecting an unprecedented budget shortfall. They need some help - fast! The presenters will identify the steps they took to turn around the bottom line and quantify the results of an extremely successful implementation of a Management Control system and Value Analysis process.

They will also identify a heretofore never-used "Secret Weapon" that allowed this small hospital to achieve over \$700K+ in savings in a relatively short time. They will walk the attendees through the steps taken to identify, quantify, accept and implement the staffing and supply chain improvements and share many of the methodologies and documentation customized for Nason to help move their bottom line in a positive direction.

*Garrett Hoover, MBA  
CEO/President, Administration  
Nason Hospital  
Roaring Spring, Pennsylvania*

*John E. Siedlinski, MHA, RT(r)  
President, Supply Chain Consulting  
RPI/Materials Management Consultants, Inc.  
Naperville, Illinois*

#### FINANCE – Intermediate

### III.3 Clinical Resource Management - Collaborative Expense Reduction

The "value analysis" and subsequent product standardization of "commodity" items is now a

common, though still difficult, practice in health-care facilities. Less successful and prevalent are processes to standardize products and utilization practices of high cost clinical preference items.

This session will look at a collaborative process for effective standardization and utilization of these clinical items and the recent results of its application at Froedtert Memorial Lutheran Hospital. The process differs from traditional product standardization approaches where clinician and physician "buy-in" is sought after a recommendation has been made. With this process materials managers, clinicians, and physicians work together from the very beginning, making it a model of collaboration rather than compromise. Utilization of physician/clinician champions, Material Use Evaluation® teams, and familiar concepts such as peer review, self-assessments, and formulary management leaves the control of the clinical decisions with physicians and clinicians. Supply formularies predicated on clinically acceptable standards of care will ultimately result in lower procedural supply expense through (1) reduction in variation of consumption of supplies (2) optimal procurement and pricing strategies based on known utilization patterns and achievable commitment levels.

*Mary Conti, RN  
Clinical Resource Management Coordinator  
Froedtert Memorial Lutheran Hospital  
Milwaukee, Wisconsin*

*Diana L. Vollman  
Principal Consultant  
BD Healthcare Consulting  
Boston, Massachusetts*

#### INFORMATION SYSTEMS – Intermediate

### III.4 Optimizing Financial and Supply Chain Performance

Faced with limited resources, Bon Secours Health System, Inc. needed to streamline and unify core business processes so staff could focus on providing high-quality patient care. BSHSI wanted to replace its fragmented operating model with a standardized management model to optimize financial and supply chain performance across 24 hospitals and associated facilities. In finance, BSHSI specifically wanted to evolve to a value-added, discrete and unified transactional process. BSHSI also wanted to transform materials management into a core competency that would yield cost reductions and customer satisfaction. BSHSI's goal

# Detailed Schedule

## Tuesday, August 3, 2004 (cont.)

was to make \$20 to \$30 million in supply and services cost reductions based on annual costs of approximately \$600 million. This session will discuss how Bon Secours adopted an internal "Enterprise Operating Model" to reduce supply and service costs by 5 percent and enable real-time financial and supply chain performance visibility.

*Carl McCann*  
Managing Partner, Operations  
Computer Sciences Corporation (CSC)  
Minneapolis, Minnesota

*David McCombs*  
Vice President, ERP/Supply Chain Operations  
Bon Secours Health System, Inc.  
Marriottsville, Maryland

### PURCHASING – Intermediate

#### III.5 Collaborating with Nursing to Reduce Supply Utilization

In the spring of 2002, The Children's Hospital of Philadelphia launched a Supply Chain process improvement initiative with a goal of creating a world class supply chain.

The Collaborative Sourcing project was a sub-project of this initiative. The goal of this project is to realize \$15M in cost savings over the next three fiscal years.

This presentation will focus on how the Supply Chain Resource Management division has partnered with nursing to identify, develop, implement, and track cost savings by reducing supply utilization. Presentation materials will include an overview of the methodology which the collaborative sourcing team followed, examples of the data analysis process, and detail on the six savings ideas implemented. The proposed nursing practice changes and data tracking tools (pre-and post installation) will also be discussed and shared with the attendees.

*Grace A. Falkowski*  
Director, Supply Chain Resource Management  
Children's Hospital of Philadelphia  
Philadelphia, Pennsylvania

### STRATEGIC PLANNING – Intermediate

#### III.6 A New Twist: The Supply Chain as a Source of Savings

The healthcare supply chain presents enormous opportunities for hospitals to reduce costs and

increase efficiencies. Pulling any lever of the supply process has a direct impact on the rest of the chain, so it's essential that hospitals understand where the trigger points are. From evaluating, contracting, purchasing, and receiving products, to the inventory, distribution, and paying, materials managers must have visibility and control in order to contribute to the hospital's strategic cost management. Supplies represent almost a third of a hospital's budget. Evaluating ROI of implemented supply chain technologies is imperative to a hospital's financial success. Hospitals using Web solutions have seen 75 percent reductions in confirmation review time, 80 percent reductions in order discrepancies and suspended invoices, and automation of critical processes that used to be paper or phone based. The presenters will outline how hospitals can substantiate savings and measure success, and introduce a hospital that has experienced savings of \$500,000.

*Judy Rowe*  
Vice President, Customer Success  
Neoforma  
San Jose, California

*Jeff Solarek, CMRP*  
Director, Materials Management  
Premier Health Partners  
Kettering, Ohio

### SUPPORT SERVICES

#### III.7 Mini-Concurrent Presentations

This rapid-fire format will present the following four topics in quick succession. Attendees will hear about 15 minutes on each topic, taking away useful tools to implement at their own facilities. While these sessions are within the Support Services Track, they will also be identified by sub-tracks.

#### ■ STAFF RECRUITMENT & RETENTION – Basic

##### The Project Perfect World Experience: A Clinical and Materials View

The presenter will show the logistics needed to get materials into Ecuador and set up a supply area for surgery. Attendees will see pictures of the process and team interaction of selecting patients through the surgical procedure to the post surgery follow up. This will be a heartwarming and exciting experience.

*Robert H. Perry, FAHRMM, MBA*  
Logistician Team Leader  
Triservice Regional Business Office  
Ft. Gordon, Georgia

#### ■ COST REDUCTION – Basic Case Study - The Cost of Unused Linen at Patient Discharge

Hospital Linen Managers have known for years that there is unused linen remaining in a patient's room upon discharge from the hospital. This "discharge" linen must be treated as soiled linen unless it was stored behind a closed door or in a closed cabinet, which is usually not the case.

Discharge linen occurs because the nursing staff tries to reduce their workload by bringing all the linen they believe the patient will need that day to the patient's room. If the patient is then discharged, the linen is not used but must be reprocessed which is an unnecessary cost.

To determine the magnitude of these costs, a study was performed on 310 discharges during a 60-day period at Vanderbilt University Medical Center. The results of this study and the educational practices needed to reduce these costs are presented. The automation solutions currently on the horizon are also disclosed.

*Kris Stewart*  
Manager, Medical Center Support Services  
Vanderbilt University Medical Center  
Nashville, Tennessee

#### ■ COST REDUCTION – Intermediate Restructuring Patient Transport Services

Decentralized patient transport function at Lakeland Regional Medical Center was restructured in 2003 and moved under the Materials Management Department. Rationale for change: scarcity and cost of patient care resources involved in transport, increased transport workload, staff dissatisfaction with old structure, and aging of patient care staff.

Objectives of initiative were to improve resource leveraging through movement of both patients and material/supplies, improve and standardize transport service levels, manage and maintain all transport equipment, provide heavy lift assistance for caregivers, and improve staff satisfaction and productivity.

*David Kobis, CHE*  
Director, Operations and Capacity Management  
Lakeland Regional Medical Center  
Lakeland, Florida



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## Tuesday, August 3, 2004 (cont.)

### ■ COST REDUCTION – Basic Cost Savings Using Purchasing Credit Card



The purpose of the Purchasing Credit Card (PCard) Program is to establish an efficient, cost-effective method of buying and paying for low-dollar transactions. The program is designed to replace a variety of processes, including petty cash, local check writing, low-value authorizations, cash advances, expensed purchases, and low-dollar purchase orders.

*Terry E. La Rock*  
Vice President - Group Manager, Purchasing  
SVB  
Santa Clara, California

### PROFESSIONAL DEVELOPMENT – Advanced

#### III.8 Powerful Presentation Skills — Your Key to a Better Career

The ability to make good presentations is critical to the success of today's materials managers. It will be even more so for tomorrow's resource managers. Coincidentally, it is a skill that many lack. This session will significantly improve the participant's presentation skills through proven concepts and practical tips. It includes methods to relieve presentation anxiety, enhance delivery techniques, and heighten sensitivity to logistics considerations. After attending, participants will be prepared to develop and deliver memorable and persuasive presentations.

*David S. Kaczmarek, CMRP, FAHRMM, FDPHM*  
Vice President, Administration  
The McFaul & Lyons Group  
Derry, New Hampshire

#### 10:00AM – 1:30PM Exhibit Hall Open with Attendee Luncheon

Lunch will be served from 11:30AM to 1:00PM. Hall will open early at 10:00AM for vendor meetings with clients.

#### 1:45PM – 3:15PM General Session Medical Logistics During Operation Iraqi Freedom

This is a candid presentation on how medical logistics supply chain was planned and executed to support all customers (Army, Navy, Air Force, Marines, and Coalition forces) deployed to Southwest Asia. This presentation will discuss the strategic planning and lessons learned that could also be valuable or of interest to those curious on how the medical material supply chain worked, the lessons that were taken away for continuous

improvement, and for planning at the strategic level.

*Colonel Jonathan M. Kissane*  
Director, Logistics/Assistant Chief of Staff for  
Logistics  
Office of the Surgeon General, Army  
Falls Church, Virginia

*Major Greta Bennett*  
Medical Logistics Planner  
5th U.S. Army Corps/Combined Joint Task Force 7  
Baghdad, Iraq

#### 3:15PM – 3:30PM Break

#### 3:30PM – 4:45PM Concurrent Sessions IV

### DISTRIBUTION – Advanced

#### IV.1 Preparing for Point-of-Use



CRM

(repeated from Concurrent Session I)

The presenters will discuss and demonstrate the financial and operational benefits of demand pull techniques in the distribution replenishment process. They will also describe the internal and external preparation steps necessary for connecting point-of-use to point of distribution and how to implement the system.

*Al Cook, CMRP, FAHRMM*  
Vice President, Logistics and Distribution  
Jackson Memorial Hospital and Health System  
Miami, Florida

*Dee Donatelli, CMRP*  
Senior Manager  
Owens & Minor, Inc.  
Newton, Kansas

### FINANCE – Intermediate

#### IV.2 Entering a New Era in Supply Chain Management — An Integrated Approach to Non-Salary Expense Reduction

From its beginnings as a hospital ship for children, floating in the Boston harbor, to an affiliation with a large IDN, to the recent separation from the IDN, Tufts-New England Medical Center has had a challenging history. In an effort to reduce operating expenses they embarked on an unprecedented program of supply chain process and culture change.

The supply chain improvement approach was a rapid SWAT analysis for one month, where, in spite of significant data challenges, they benchmarked the supply spending of the organization in several key areas and developed a detailed roadmap of

areas of expense reduction we would target over the next 12 months. Three key areas and goals were identified: Inventory Management (\$2.5 million), Supply Chain Utilization and Value Analysis (\$7 million), and Contract/Procurement Management (\$1 million). The presentation will cover the processes, tools, and techniques used to involve staff and physicians in obtaining these objectives.

*Steven B. Cashton*  
Director, Supply Chain Management  
Tufts-New England Medical Center  
Boston, Massachusetts

*Dave Hinkle, CMRP, CHE, MHA, MPA*  
Director, Logistics  
VHA's Consulting Services  
Erial, New Jersey

### INFORMATION SYSTEMS – Intermediate

#### IV.3 Data Synchronization for Materials Management

Want to show your boss how you saved half a million dollars or more? Data Sync is the key to strategic supply expense management, accurate product and pricing updates, and contract compliance management. It is not some pie in the sky "program" or just something else to manage! Data Sync allows rapid matches of what you are buying to what is available from your suppliers so you can increase efficiency through e-Commerce. Learn what is happening with the industry standard Product Data Utility sponsored by the Coalition for Healthcare e-Standards (CHES) and the Health Care eBusiness Collaborative (HCEC), including the proposed format (Product Information Component specifications or PICS), lessons learned during pilot projects for the Department of Defense, and details of the Data Sync process including what materials managers can do today to benefit from data synchronization now and in the future.

*Dana Baker*  
Director, AMEDD Logistics Systems Division  
Office of the Army Surgeon General  
Falls Church, Virginia

*Kathleen Garvin*  
Special Project Officer  
Defense Supply Center Philadelphia  
Philadelphia, Pennsylvania

*David Via, CMRP*  
Chief, Plans and Programs Team  
Air Force Medical Logistics Office Combat Support  
Branch  
Fort Detrick, Maryland

# Detailed Schedule

## Tuesday, August 3, 2004 (cont.)

*John H. Clarke*  
Vice President, Supply Chain Solutions  
SAIC  
Falls Church, Virginia

*James P. Moreland, CMRP, FACHE*  
Senior Analyst, Supply Chain Solutions  
SAIC  
Garden Ridge, Texas

### PURCHASING – Basic

#### IV.4 Saving Green By Going Green: Getting Environmentally Preferable Purchasing in Your Facility STAT

For the healthcare facility that cares about the welfare of its patients, its employees, and the surrounding community, the goods and services hospitals purchase every day have an impact on our health and the health of the environment. This presentation teaches participants how to go “green” and stay “green” in their healthcare facility through making purchasing decisions that increase economic efficiency, protect the health of patients and employees, and sustain the environment simultaneously. The presentation provides an interactive and hands-on approach using a Power-Point show and actual examples of “green” products. Participants will gain first-hand knowledge about the cutting-edge environmentally preferable products and purchasing tools that produce new economic and environmental success stories every day.

*Laura Brannen*  
Co-Director  
Hospitals for a Healthy Environment (H2E)  
Lebanon, New Hampshire

*Jesse Eaves*  
Environmental Protection Specialist, Hospitals  
for a Healthy Environment (H2E)  
US Environmental Protection Agency  
Washington, DC

### PURCHASING – Intermediate

#### IV.5 Materials Management in Transition

With the increase in automation supporting procurement processes, purchasing staffs are finding that their jobs are changing from an emphasis on transactions to emphasis on information/knowledge. This session would be geared to materials managers who are interested in ideas on how to use automation to increase productivity and reduce supply chain costs while improving

staff job satisfaction. Focusing on change management, this session will feature managers who have successfully transitioned their departments and employees from primarily clerical work to an organization that handles more strategic activities, and who have raised the understanding within the executive suite as to the role that purchasing can have in improving a healthcare organization's bottom line.

*Ken Peterson*  
Vice President, System Logistics Management  
Aurora Health Care  
Milwaukee, Wisconsin

### STRATEGIC PLANNING – Intermediate

#### IV.6 Supplies Hit a Cross Roads with Operating Costs — Using Supply Chain Management as a Tool

At a third of total spend; supply is the first place hospitals reduce costs. In today's cost-cutting environment, CEOs are working with materials managers to determine where to cut and by how much. The materials manager's role needs to evolve beyond just simple price negotiations to a CFO role requiring strategic analysis on supply management. They need to be empowered with better information and trained in advanced supply chain techniques so they understand the issues and how to get a solution. Hospitals not operating efficiently have higher costs and aren't able to acquire the best equipment or maintain desired staff-to-patient ratios, resulting in lower patient satisfaction ratings. Many hospitals are running at 50 percent supply chain efficiency, resulting in higher overall costs, including labor and supplies. The presenter will talk about how materials managers can serve as CFOs of the supply chain to improve efficiencies, resulting in lower costs and improved care.

*Robert Majors, CMRP, FAHRMM, MBA*  
Director, Materials Management  
Bloomington Hospital  
Bloomington, Indiana

### SUPPORT SERVICES – Intermediate

#### IV.7 Effective Product Alerts/Recall Management for Materials Management

Materials Managers frequently are bombarded with many types of manufacturer notices of product defects, recalls, and alerts. Perhaps your hospital delegates the responsibility for tracking these recalls and alerts to the Quality Assurance Director or Safety Officer. The bottom line is that unsafe

products and equipment are a major source of risk for healthcare providers.

This concurrent segment will focus on one hospital's experience with implementing an effective means for tracking manufacturer alerts and recalls that uses ECRI's Alert Tracker technology to notify biomedical and clinical staff and document the action of responsible parties in the resolution of safety issues with supplies and equipment.

*Robert M. Pisano, CMRP, MBA*  
Manager, Materials Management  
Fairfield Medical Center  
Lancaster, Ohio

*Eric S. Sacks*  
Internet Services Manager  
ECRI  
Plymouth Meeting, Pennsylvania

### SUPPORT SERVICES

#### IV.8 Mini-Concurrent Presentations

This rapid-fire format will present the following four topics in quick succession. Attendees will hear about 15 minutes on each topic, taking away useful tools to implement at their own facilities. While they are within the Support Services Track, they will also be identified by sub-tracks.

#### ■ COST REDUCTION/OPERATING ROOM – Intermediate

##### The Double Bin Replenishment Mode, a Best Practice Alternative to Par Level Replenishment

The double bin replenishment mode is a simple yet efficient approach introduced in healthcare in Europe in the mid 1990s. Kanban, a well-respected inventory management system in the industrial sector that was initially developed in Japan by Toyota, inspired it. Identified in April 2000 as a leading European practice as part of an international study conducted on hospital logistics best practices when compared to the Par Level approach, it brings the added benefits of reducing the inventory evaluation time by more than 80 percent, assuring stock rotation and the risk of stock outs, to name just a few. It has been used to manage inventories in such diverse areas as the Operating Room, Cath Labs and General Nursing Units with both stock and non-stock products, from pharmaceutical and medical products to office supplies. It's a must see for organizations looking to improve the efficiency of their supply chain.

*Richard Philippe*  
Principal Partner, Consulting  
TRIAX Consulting  
Laval, PQ, Canada



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## Tuesday, August 3, 2004 (cont.)

### ■ COST REDUCTION – Basic Case Studies – Emergency Department Savings from Linen Automation

Large amounts of linen disappear from Emergency Departments every day. In this presentation, you will learn the reasons for these costly losses and exactly who is taking your linen. A number of hospital case studies will be presented. The losses for each hospital will be identified along with the cost savings achieved when automation was implemented.

*Bob Fitzgerald*  
President & CEO, Administration  
IPA  
Duluth, Georgia

### ■ COST REDUCTION – Basic How to Integrate Telephonic Interpretation Services into Your LEP Compliance Program and Reduce Costs

This workshop will look at how to overcome language barriers while improving the LEP patient experience. We will look at how to personalize your services and craft the perfect balance of interpretation services for your facility. The presenter will discuss the use of qualified versus non-qualified hospital staff, utilization of agency interpreters versus an on-site interpretation program, and the ability to augment your needs with telephonic interpretation services. You will want to evaluate each component and go over the generic guidelines on when to use each type.

Also covered will be the utilization of telephonic interpreters and some techniques in training your staff to get the maximum benefit from the interpretation session while minimizing time and cost. We will look at what an interpreter does and will cover hints on how to properly utilize telephonic interpreters (dual handset capability versus speakerphone use). Also, we will look at providing ASL via video interpreters on a 24 x 7 basis to help you meet the ADA requirements.

*Bruce F. Harris*  
Director, Sales & Marketing  
Telelanguage Services  
Portland, Oregon

### ■ PHYSICIAN STANDARDIZATION – Basic Solution for Bariatrics

One GPO's approach to meeting the needs of the bariatric patient population. Healthcare organizations are seeing an increase in patients weighing over 300 lbs. These patients are not all presenting for bariatric surgery but are being seen for medical

conditions too. To meet this increasing need, hospitals must provide adequate equipment both for the care of the patient and to protect health-care workers from injury. This presentation will highlight the components of a bariatric program.

*Sandy Wise, RN, MBA*  
Sr. Director, Medical Service  
Novation  
Irving, Texas

### PROFESSIONAL DEVELOPMENT – Intermediate

#### IV.9 Getting to Know Your Physicians Better

We work in hospitals for years and we think we know the physicians and other professionals with whom we are associated. But do we really? If so, why are we always complaining that "physician preference" is such a problem? Why do we stock so many different versions of the same items rather than TRULY standardize on one or two? Why do doctors seemingly insist high cost brand name gloves, splints, dressings, etc. be used in the hospital, yet use private label products in their offices? Why is it that the communication materials management receives from doctors usually arrives second-handed by nursing staff rather than directly to us by the physician?

Why do many doctors come on aggressively and argumentatively when dealing with hospital staff and administration, yet we see them laughing and friendly elsewhere outside the hospital? Why are we (including many administrators) so afraid of the doctors?

*Larry Culp, CMRP*  
Group Purchasing Manager  
Cook Children's Physician Network  
Fort Worth, Texas

#### 6:00PM – 8:30PM Networking Party Stepping Out Country/Western Style with AHRMM

It's time to don your cowboy boots and hats, roll up the rugs, and unwind with your colleagues. Sit a spell or dance to a wide selection of toe tapping music. Come dressed as your favorite country and western star if you would like. Relax and enjoy scrumptious hors d'oeuvres and a cash bar. This promises to be a "don't miss it" event.

## Wednesday, August 4, 2004

All Wednesday events except the General Session will be at the Nashville Convention Center. The General Session will be at the Downtown Renaissance Nashville Hotel.

### 7:30AM – 9:30AM Leadership Breakfast

sponsored by Cardinal Health  
(For Chapter Presidents, Chapter Presidents-Elect, and Committee Members)

Are you an officer in your affiliated chapter or a member of an AHRMM Committee? If so, you are invited to attend the Leadership Breakfast. This event honors all of those individuals who work hard to promote AHRMM and the resource and materials management profession across the country. This is the perfect opportunity to share information, experiences, and expertise with peers. AHRMM would like to extend heartfelt thanks to chapter and volunteer leaders at this very special event.

### 7:30AM – 10:30AM Attendee Registration

### 7:30AM – 11:00AM Cyber Café

### 7:30AM – 11:00AM AHRMM Information Desk and Bookstore

### 8:00AM – 9:15AM Concurrent Sessions V

### DISTRIBUTION – Basic

#### V.1 Case Study: Freight Management — Challenges and Results!



This case study will focus on the process that Ascension Health and Consorta undertook in an effort to reduce supply chain expenses related to freight. The presenters will outline the financial impact of freight in the supply chain; how to identify and document freight related costs; the freight management program as established by Consorta and the cost savings impact on Consorta members; and the necessary steps to set up a program in your hospital or health system.

Overall, organizations can achieve significant savings by "taking control" of the freight process. This session will present the tools and techniques necessary to implement a freight management program.

# Detailed Schedule

## Wednesday, August 4, 2004 (cont.)

Susan M. Tyk  
Director, Logistics and Distribution  
Ascension Health  
Milwaukee, Wisconsin

Jacob J. Groenewold, MBA  
Vice President, Member Services  
Consorta  
Rolling Meadows, Illinois

### FINANCE – Intermediate

#### V.2 Clinical Resource Management for Materials Management Professionals CRM

Want to understand how to build a successful relationship with your clinicians while reducing cost? Yes, it can be done and it doesn't have to be adversarial. Clinicians present a different perspective on healthcare that can and should be combined with the materials perspective for success. Understanding not only what data will drive decisions but how to approach the clinicians with the data is key to collaboration and relationship building. This team of experts from both the clinician and materials background will share proven techniques and strategies that will help you reduce costs in a team building, long term relationship atmosphere.

Brenda F. Clayton, RN  
Vice President, Clinical Resource Management  
Healthcare Cost Solutions, LLC  
Garland, Texas

George Malik  
Director, Logistics and Materials Management  
Universal Health Services, Inc.  
King of Prussia, Pennsylvania

Jerry W. Rayburn, MBA  
Principal, Materiel Resource Management  
HealthCare Cost Solutions, LLC  
Garland, Texas

### INFORMATION SYSTEMS – Advanced

#### V.3 Automating the Capital Acquisition Process

This presentation is "Chapter 2" of the capital acquisition process. The first chapter was presented during the 2002 AHRMM Conference in San Antonio, "Creating a Capital Procurement Program: Its Role in a Strategic Asset Management Initiative." In this presentation, we will demonstrate how to analyze and document a manual capital acquisition process; which then can be used to recommend a common automated platform. The presenters will discuss how a workflow

software application was selected and implemented to capture the unique capital acquisition and approval processes of the healthcare institution. The presenters will address issues in integrating the workflow application to the organization's ERP and contracting software. They will demonstrate the real time management capability of the capital purchasing team and the reporting capability available to our customers.

Chris Coldicutt  
Capital Purchasing Manager, Materiel Services  
Baylor Health Care System  
Dallas, Texas

Marcia Jackson-Finn, CMRP  
Principal  
Alternate Offices  
Dallas, Texas

### PURCHASING – Intermediate

#### V.4 Making e-Commerce Work: From Vision to Real Results

Five years after first conceiving an e-Business strategy, BJC Healthcare successfully implemented a single system that integrated its entire supply chain, from clinical practitioners to suppliers. The presenters will outline the process BJC followed to redesign business processes through automation, centralization, and e-Commerce, including the obstacles overcome and the results achieved. Using collaborative case studies involving both buyers and sellers, this session will also help healthcare providers identify and implement those factors that will deliver the most value from their e-commerce initiatives, including increasing the number of electronic trading partners and the percentage of purchasing handled electronically, automating more of the purchasing process through buyer and seller use of a wider range of transaction sets, standardizing business processes with all vendors to improve purchasing data, and improving data accuracy to minimize purchase order errors and maximize contracting opportunities.

James G. Gleich, RN  
Director, Supply Strategy, Materiel Services  
BJC HealthCare  
St. Louis, Missouri

Patrick McCarthy  
Executive Director, Member Services  
Global Healthcare Exchange  
Westminster, Colorado

### PURCHASING – Intermediate

#### V.5 Supplier Diversity in Healthcare Procurement: Improving the Health of the Communities We Serve

As communities become more diverse, it has become increasingly important for hospitals and

health systems to demonstrate social responsibility by purchasing from suppliers that reflect the diversity found in the communities they serve. In healthcare, this presents several challenges. There has been a perception that diverse suppliers such as minority and women-owned businesses are not in a position to offer high quality, competitively priced products and services. This is changing, as today's diverse suppliers are becoming involved in all facets of medical supply manufacturing, distribution, and related services.

This session will introduce the audience to supplier diversity in healthcare procurement; discuss the business benefits of purchasing from diverse suppliers; share success stories in supplier diversity procurement in three healthcare providers; provide the audience with a "toolkit" for developing a supplier diversity initiative.

Teresa Bills, MBA  
Vendor Diversity Coordinator  
Vanderbilt University  
Nashville, Tennessee

Frank Fernandez, FAHRMM  
Assistant Vice President/Corporate Director,  
Materials Management  
Baptist Health System  
Miami, Florida

Gleatha Glispie  
Director, Supplier Diversity  
Premier  
Chicago, Illinois

Michael D. Rosenblatt  
Vice President, Corporate Support Services  
SSM Health Care System  
St. Louis, Missouri

### STRATEGIC PLANNING – Advanced

#### V.6 Best Practices in Materials Management Redux

Interest in best practices continues to be high. Last year several best practices were shared in a well attended session. This session continues where last year left off. What are best practices in Materials Management? This session again attempts to answer this question by presenting more proven, tested practices that materials managers can implement. Each is known to bring value to the institution. Compare your organization and experiences with other materials managers who have made this work in their organizations. Do you agree? Are there other practices that should be considered "best"? Leave this



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## Wednesday, August 4, 2004 (cont.)

session with at least one cost savings/process improvement idea to implement.

This is intended to be an interactive session. The audience will be encouraged to comment, agree, disagree, and contribute their experiences. Several materials managers who have implemented the practices will be present in the audience to share their personal experiences.

*Robert Poore*  
Director, Materials Management  
The Regional Medical Center of Memphis  
Memphis, Tennessee

*Dennis Rivenburg, CMRP*  
Director, Materials Management  
Porter Memorial Hospital  
Valparaiso, Indiana

*David S. Kaczmarek, CMRP, FAHRMM, FDPHM*  
Vice President, Administration  
The McFaul & Lyons Group  
Derry, New Hampshire

*Michael B. Neely, CMRP, FAHRMM*  
Manager, Administration  
KPMG  
Atlanta, Georgia

### SUPPORT SERVICES – Intermediate

#### V.7 Guerilla Tactics for Supply Chain Management: Missed Opportunities and How to Make Yourself Indispensable

While materials managers work hard to provide effective supply support to their organizations, managing supplies throughout the hospital often leaves little time for strategic thinking or tactical analysis. As a result, there are critical opportunities in the supply chain arena that go unaddressed. As such, the hospital loses because these key opportunities are missed and the materials manager loses because he/she has not made himself an indispensable asset to the organization.

This presentation will identify and discuss these key missed opportunities (as seen in hospitals across the country) and their impact upon both the hospital as well as on the materials manager's future career potential. Attendees will be provided with examples of how to address these missed opportunities, how to document and "sell" their

successes, and how to make themselves become truly indispensable to the continuing success of their organization.

*Michael L. Rudomin, MHA*  
Vice President, Consulting Services Division  
AdvanTech, Inc.  
Bolton, MA

### PROFESSIONAL DEVELOPMENT – Intermediate

#### V.8 The Malcolm Baldrige National Quality Award and You

The presentation will consist of three parts — an initial overview of the Malcolm Baldrige National Quality Award, followed by a discussion of how the MBNQA criteria can be used as a roadmap for an institution's quality improvement efforts even if the institution is not interested in actually applying for the award. Finally the presentation will discuss how individuals can take part in the MBNQA award process by applying to be on the MBNQA Board of Examiners. The last part will focus on the professional development aspect of being an MBNQA Examiner and explain the process from an Examiner's viewpoint, including the time commitments required.

*Suresh Nirody, CMRP*  
Purchasing Manager, Materiel Services  
Clarian Health  
Indianapolis, Indiana

9:15AM – 9:30AM  
Coffee Break

9:30AM – 10:45AM  
Concurrent Sessions VI

### DISTRIBUTION – Advanced

#### VI.1 Aligning Logistical Core Competencies Along a Clinically Driven Supply Channel: Going the Extra Mile

Three years ago, Stanford University Medical Center embarked on a journey to redefine and restructure its supply chain delivery process. The objectives of this journey were to significantly reduce operating costs, while improving physician satisfaction and patient care. In prior years, Stanford developed innovative new policies and programs designed to increase product standardization and reduce utilization, while saluting the clinical and educational requirements of the medical and teaching staffs.

In the past year, Stanford embarked on another landmark change to its supply chain processes: Stanford's approach is one of following two key treatment paths (Medical events/Surgical events) and their associated supply requirements, evaluating each distinct handoff from manufacturing to final patient application. Utilizing a 10 step Value Stream Mapping analysis, inherent redundant activities, opportunities of change and ownership of core competencies were identified.

*Nick Gaich*  
Vice President, Materials Management  
Stanford University Medical Center  
Palo Alto, California

### FINANCE – Intermediate

#### VI.2 Measuring the Real Cost of the Supply Chain

While there has been a lot of attention on negotiating for the best price for a product, supply chain professionals know the administrative effort and lack of accessible, meaningful information often results in less-than-optimal total realized purchasing costs (logistics plus price). This session is designed to provide materials managers with the tools and knowledge to help their institutions measure total supply chain costs by studying the process from start to finish, from requisition to payment. GHX will provide an ROI calculator that attendees can use at their own institutions, while providers who have successfully conducted such cross-departmental studies at their own organizations outline their process and results.

*Dan McDow*  
Chief Operating Officer, Operations  
Iowa Health System Contracting Services, LC  
Des Moines, Iowa

*Ken Peterson*  
Vice President, System Logistics Management  
Aurora Health Care  
Milwaukee, Wisconsin

*Nancy LeMaster*  
Vice President, Material Services  
BJC Healthcare  
St. Louis, Missouri

*Norman Sung*  
Director, Strategic Marketing  
Global Healthcare Exchange  
Westminster, Colorado

# Detailed Schedule

Wednesday, August 4, 2004 (cont.)

## INFORMATION SYSTEMS – Intermediate

### VI.3 Cost Reduction the Smart Way: Clinicians + Analyst + Administration = SUCCESS



CRM

Come see how Supply Chain Management and Clinical teams can be successful in product cost reduction, negotiations, implementation, and conversions. Learn the nine key steps and how to avoid common mistakes and pitfalls that plague the process. This proven course can help you identify opportunities, gather data, validate, and structure the opportunity for the greatest savings. The combination of proper clinical acceptance and financial analysis is a powerful tool in final negotiations and implementation to produce the greatest value for your organization. Whether you are a single facility or in a hospital chain environment, this is a “can’t miss” presentation that emphasizes how to keep everyone happy during the cost reduction and standardization process while guaranteeing success!

*Robert J. Famigletti*  
Analyst, Supply Chain Management  
Texas Health Resources  
Arlington, Texas

*Jim Hamrick*  
Director, Supply Chain Management  
Texas Health Resources  
Arlington, Texas

*Shirley Moler*  
Director, Supply Chain Management  
Texas Health Resources  
Arlington, Texas

## PURCHASING – Intermediate

### VI.4 Centralized Purchasing/Corporate-wide Procurement Card Program for a Multi-State/Multi-Hospital System



Centralizing Purchasing/AP for a Multi-State/Multi-Hospital System yields significant benefits including the following: product cost savings, standardization of products used across the health system, consolidation of vendors, improved productivity, and better information captured for benchmarking costs. Centralization also enhances reporting capabilities, as well as improves the ability to automate various processes system-wide

including the utilization of EDI, EFT, and requisitioning.

A corporate-wide Procurement Card program helps reduce paperwork in purchasing and accounts payable, improves control of non-recurring purchases, and gives better visibility of these types of purchases.

*Matt Mayer, CMRP, MBA*  
Executive Director, Procurement Services, Central Purchasing/AP  
SSFHS  
Mishawaka, Indiana

*Monique Deguara*  
Central Purchasing Director, Central Purchasing/AP  
SSFHS  
Mishawaka, Indiana

## PURCHASING – Intermediate

### VI.5 Managing Contractual Agreements — Development of a Comprehensive Organizational Process



This presentation will outline the development of a comprehensive contract administration policy for a healthcare facility and will outline steps that can be used by other institutions in developing a similar process. A discussion of the rationale, methodology and tools used to create, approve and manage all types of contracts using proven techniques will be a part of this discussion. The use of a two-fold approach based on contract types will be a focal part of this session. Coordination of the contractual agreement efforts between Administration, Audit Services and Finance will also be highlighted. Audience participation about their contractual agreement management strategies will also be encouraged. Materials Management involvement in contracts not strictly related to supplies will be a major component of this presentation.

*Scott C. Rauch, CHE*  
Vice President, Administration  
Reid Hospital and Healthcare Services  
Richmond, Indiana

*William P. Stitt, CMRP, CHL, CRCST*  
Director, Material Services  
Reid Hospital and Healthcare Services  
Richmond, Indiana

## STRATEGIC PLANNING – Intermediate

### VI.6 Materials Management & Operating Room: Conquering the Supply Chain

The surgical supply expense in most healthcare systems exceeds 30 percent of the total supply costs of the system. It is imperative that Materials Management and Surgical Services forge a solid, trusting relationship, in order to effectively manage and reduce costs associated with this key supply chain component. In this session, learn how this relationship can be developed and explore several key ideas of how to reduce costs related to the surgery supply chain, such as an off-site surgery distribution center, a seamless connection between an MMIS and an ORIS, an in-house custom packed program, and an aggressive supply par management system.

*William O. Myers, CMRP, MBA*  
Director, Materials Management  
Mission St. Joseph's Health System  
Asheville, North Carolina

*Tighe Simons, RN, BS, CNOR*  
Director, Perioperative Services, Operating Room  
Mission St. Joseph's Health System  
Asheville, North Carolina

## SUPPORT SERVICES – Basic

### VI.7 Physician Preference Items — A Results Oriented Approach to Reducing Costs

Skyrocketing costs of “physician-preference items” (pacemakers, joint implants, spinal stimulators, etc.) are decimating expense budgets. National GPO contracts have difficulty in securing benchmark pricing, or accommodating physician preferences. This presentation highlights a health system's successful program to reduce costs without alienating the affected physicians. By keeping the focus on key cost-drivers, and involving physicians, the system was able to achieve material reductions in the acquisition costs of big-ticket items.

*Raymond Seigfried*  
Senior Vice President, Clinical and Material Management Services  
Christiana Care Health Services  
Wilmington, Delaware

*Eileen McGinnity*  
President  
Aspen Healthcare Metrics  
Englewood, Colorado



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## Wednesday, August 4, 2004 (cont.)

**10:45AM – 11:00AM**  
**Refreshment Break**

**11:00AM – 12:00PM**  
**Closing Keynote Address:**

### Expanding the Power of Your Mind

Imagine yourself under good-natured hypnotic suggestion! You could sing like Elvis, talk like a Martian, or dance the Macarena. What if you could become Jay Leno, Britney Spears, Arnold "The Governor" Schwarzenegger, or even your favorite Rock Star?

Laugh out loud as Master Stage Hypnotist Robert Ian unlocks your imagination and tickles your funny bone with entertainment that is clean, tasteful, and fun. Side splitting laughter erupts when participants become the stars of the show and do all kinds of entertaining and hilarious things.

Robert's Bottom-Line Message: "You can become the person you have always wanted to be". "Do you want to be more relaxed and confident? Do you want to be a better spouse or parent? How about a master at managing change? It's possible and easier than you think. Entertaining suggestions create fun results. However, it's the positive suggestions we give ourselves and others each day

that are the building blocks of employee praise, customer service, and effective communication. You can be anyone you want to be", says Robert. "It's all in your mind".

**1:30PM – 4:30PM**  
**Certified Materials & Resource Professional (CMRP) Paper-and-Pencil Examination**

Take advantage of this opportunity to take the CMRP Examination. If you are a paper-and-pencil person, this administration is for you! You must have pre-registered to take the exam at the Annual Conference. Walk-in registrations will not be accepted. See page 22 for more details.



### Earn Continuing Education Units (CEUs) for your Conference participation

The AHRMM Annual Conference is designed to continue your professional development in the field of resource and materials management. You can earn continuing education units (CEUs) for various sessions and workshops or for attending the Conference itself:

CMRP Review Session = .2 CEU  
Pre-Conference Workshop = .3 CEU  
Annual Conference = 1.25 CEUs

Additionally, attendance at the Annual Conference provides the following:

4 points for Fellow Criteria  
3 points for Renewing Fellow  
12.5 Contact Hours toward CMRP Recertification

AHRMM has applied for nursing credits with the Illinois Nurses Association.

## 2004 Annual Conference Education Committee

*AHRMM would like to take this opportunity to thank the following dedicated individuals who gave their time, talent, and creativity to make this event a reality.*

### Chair

**Robert Perry, FAHRMM**  
*Logistician Team Leader*  
Triservice Regional Business Office  
Ft. Gordon, Georgia

### Vice Chair

**Dick Kuhn, Vice Chair**  
*Director, Materials Management*  
Olathe Medical Center, Inc.  
Olathe, Kansas

### Immediate Past Chair

**Leanne Paine, CMRP**  
*Director, Supply Chain Management*  
Neoforma  
Marlborough, Massachusetts

### Robert W. Boyles

*Corporate Director, Materiel Services*  
Charleston Area Medical Center Health System  
Charleston, West Virginia

### Rose Bryan

*Director, Clinical Value Analysis*  
Carolinas Healthcare System  
Charlotte, North Carolina

### Allen Caudle

*Vice President, Supply Chain Management*  
Swedish Health Services  
Seattle, Washington

### Glenn Drum, CMRP

*Director, Procurement & Materials Management*  
University of Wisconsin Hospital & Clinics  
Madison, Wisconsin

### Joan Martin, CMRP

*Supply Chain Specialist*  
Monument Co.  
Colorado Springs, Colorado

### Debbie McClure

*Director, Client Services*  
Associated Purchasing Services  
Kansas City, Missouri

### Teresa McCommon

*Corporate Clinical Resource Manager*  
Orlando Regional Healthcare  
Orlando, Florida

### Linda R. Peebles, CMRP

*OR Business and Materials Manager*  
Medical Center East  
Birmingham, Alabama

### Ellis J. Reeder

*NE Area Consulting Director*  
OM Solutions  
Philadelphia, Pennsylvania

### Major Gil Weston, USAF, MSC

*Chief, Policy and Procedures*  
Medical Logistics – Office of the Surgeon General  
Fort Detrick, Maryland

# Exhibitors (as of March, 2004)

Abbott Laboratories	Defense Medical Logistics Standard Support (DMLSS)	Knowledge Pursuit, LLC	PRG-Schultz USA, Inc.
Aethon, Inc.	DePuy, a Johnson & Johnson Co.	Lawson Software	Procter & Gamble
AGFA Healthcare	DeRoyal	Market Access Partners	Propper Mfg. Co. Inc.
American Art Resources	Dexis Digital X-Ray	Masimo Corporation	Raven Biological Laboratories, Inc.
AmeriNet, Inc.	dj Orthopedics	<i>Materials Management in Health Care</i>	Respironics
AmFab, Inc.	ECRI	Materials Management Microsystems	Richard Wolf Medical Instruments
Ardus Medical, Inc.	<i>First Moves Magazine</i>	McFaul & Lyons Group, LLC	Ruhof Healthcare
Armstrong Medical Industries, Inc.	Fisher Consulting	McKesson	Sage Products, Inc.
Artromick International, Inc.	Fisher Safety	MedAssets HSCA	Scan Modul System
B. Braun Medical	Follett Corporation	MedCaster	Scanlan International, Inc.
Bausch & Lomb	Fujinon, Inc.	Medical Doctor Associates, Inc.	Scope Exchange, The
Belimed, Inc.	Global Healthcare Exchange	Medical Products Resource	Shamrock Scientific Specialty Systems
Berlex Laboratories	<i>Healthcare Purchasing News</i>	MediClick, Inc.	SMT Health Systems
BOC	Healthcare Purchasing Partners Int'l	Medline Industries, Inc.	SourceOne Healthcare Technologies
Boise Office Solutions	Healthline Solutions, Inc.	Mobile Instrument Service	Spacesaver Corporation
Briggs Corporation	HealthTrust Purchasing Group	Moore Wallace, Inc.	SPO2.com
Brink's Document Destruction	Heritage	Neoforma	SPS Medical Supply Corp.
Broadlane, Inc.	Hospital Inventories Specialists, Inc.	Nexel Industries	SR Scales by SR Instruments, Inc.
C.R. Bard, Inc.	Hovertech International	NovaMed Corporation	Standard Malaysian Glove
Caligor Hospital Division	Hubscrub Company, Inc., The	Nuell, Inc.	Staples Business Advantage
Cardinal Health	Huntleigh Healthcare, Inc.	Numbers Only, Inc.	Staxi Corporation Limited
Cari-All Healthcare	Information Control	Olympus	Stryker Medical
Case Medical, Inc.	InnerSpace/Datel	Omnicell	Suburban Surgical Co., Inc.
Cerner Corporation	Integrated Medical Systems International	Oracle Corporation	Swisslog
CIBER Enterprise Solutions	IPA, makers of scrubEx and aLex	Owens & Minor	TimeMed Labeling Systems, Inc.
ClearMedical	JARIT Surgical Instruments	PAR Excellence Systems, Inc.	TriLine Medical
Coalition for Healthcare eStandards	Johnson & Johnson Health Care Companies	PeopleSoft, Inc.	Tyco Healthcare
Contract Management Strategies, Inc.	Joint Purchasing Corp. (JPC)	Performance Textiles	United Ad Label
ConvaTec, A Bristol-Myers Squibb Co.	KCI	PHG Technologies	Universal Hospital Services, Inc.
Cook Incorporated	Kimberly-Clark Corporation	Pharmed Group	USCS Equipment Technology Solutions
Corporate Express	Kinko's, Inc.	Praxair Healthcare Services	Viasys Healthcare
Crest Services		Precept Medical Products	Xodus Medical
Crothall Services Group		Precision Dynamics Corporation	ZOLL Medical Corporation

## Take the CMRP Exam in Nashville: Certification Paper-and-Pencil Exam



**Registration deadline is June 23, 2004**

**Wednesday, August 4, 2004**

**1:30PM – 4:30PM**

**(The exam will begin at 2:00PM, or after all candidates check in).**

The American Hospital Association Certification Center, in conjunction with AHRMM, is offering a paper-and-pencil administration of the Certified Materials & Resource Professional (CMRP) Examination during the Annual Conference. Regulations contained in the CMRP Candidate Handbook apply. The handbook can be obtained by downloading a copy from [www.aha.org/certification](http://www.aha.org/certification), or by calling Applied Measurement Professionals, Inc. (AMP) at 913/541-0400. You can also obtain a copy by calling Fax-on-Demand at 800/764-3294. The document # is 431412.

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## To apply for the administration:

You must use the application found in the Candidate Handbook. Be sure to check the box that you are applying for the paper-and-pencil exam and denote the scheduled date of August 4, 2004.

Your completed application and examination fee must be received by June 23, 2004 (late applications will be returned). Mail to: AMP, 8310 Nieman Road, Lenexa, KS 66214-1579. Eligible candidates who apply correctly and on time will receive confirmation by mail.

There will be no on-site registration for this CMRP Examination.

Candidates confirmed for this testing should arrive on time. Any candidate who arrives late for the examination may not be seated. Remember to bring two forms of proper identification and two No. 2 pencils.

# General Information

The Downtown Renaissance Nashville Hotel is excited to host the 2004 AHRMM Annual Conference & Exhibition. Located in the thriving business district of downtown Music City, the hotel is connected to the Nashville Convention Center where the educational sessions and exhibits will be held. The Hotel is approximately 20 minutes from the airport.

AHRMM encourages attendees to make reservations at The Renaissance Nashville and The Sheraton Nashville Downtown hotels. This helps defray costs for speakers and other vendors for whom AHRMM must provide housing. It also helps AHRMM fulfill their contracted room block commitment.

The Renaissance Nashville Hotel  
611 Commerce Street  
Nashville, Tennessee 37203  
615/255-8400 or 800/327-6618

Reservations will be taken beginning March 1, 2004. When booking reservations, ask for AHRMM's room block to receive the discounted rate. Be sure to make reservations by the cut-off date, Friday, July 9, 2004. Based on availability, the group rate will be offered three days prior and three days following the official meeting dates.

Single	Double
\$135 plus 14.25 percent tax	\$149 plus 14.25 percent tax

Rooms have also been blocked at:  
Sheraton Nashville Downtown  
623 Union Street  
Nashville, Tennessee 37219  
615/259-2000

The Sheraton Nashville Downtown, AHRMM's overflow hotel, is located 2-1/2 blocks from the Nashville Convention Center. The cut-off date is Friday, July 9, 2004. Based on availability, the group rate will be offered three days prior and three days following the official meeting dates.

Single	Double
\$122 plus 14.25 percent tax	\$122 plus 14.25 percent tax

## Air Travel

AHRMM has arranged special airfares with United Airlines, US Airways, and Southwest Airlines. When making airline reservations with United or US Airways, call 800/521-4041 and mention meeting #500CL. When making airline reservations with Southwest Airlines, call 800/433-5368 and mention meeting #J0277.

## Auto Rental

Reservations may be placed online at [www.hertz.com](http://www.hertz.com) or through the Hertz Meeting Sales Desk within the U.S. at 800/654-2240; from within Canada call 800/263-0600; or from within Toronto call 416/620-9620. In international

locations, call your nearest Hertz reservation center or 405/749-4434. When booking reservations through Hertz, please reference the Meeting Number CV#022J1170, or identify your group by name (AHRMM) to the reservationist.

## Ground Transportation

The Downtown Renaissance and Sheraton Hotels are approximately 10 miles from the Nashville International Airport – BNA.

Grayline Airport Express is discounting roundtrip fares to \$12. One-way is \$11. Go the Grayline desk located one level below the baggage claim area and identify yourself as an AHRMM member. The shuttle begins running from the airport to all downtown hotels from 6:30AM – 11:00PM. The return shuttle from the Renaissance Hotel to the airport, begins running every 30 minutes beginning at 4:00AM. Pickup from the Sheraton is five minutes after pickup at the Renaissance Hotel.

## Message Board

Be sure to check the completely non-technical Message Board (near the AHRMM Information Desk) each day, for notes from the office, home, or peers at the Conference looking to network. And, be sure to use the Message Board to contact other attendees.

## Continuing Education Units

The AHRMM Annual Conference is designed to continue your professional development in the field of resource and materials management. You can earn continuing education units (CEUs) for various sessions and workshops, or for attending the Conference itself.

CMRP Review Session = .2CEU  
Pre-Conference Workshop = .3CEU  
Annual Conference = 1.25 CEUs

Additionally, attendance at the Annual Conference provides the following:

4 points for Fellow Criteria  
3 points for Renewing Fellow  
12.5 Contact Hours toward CMRP Recertification

AHRMM has applied for nursing credits with the Illinois Nurses Association.

## Conference Attire

AHRMM provides a relaxed educational environment and we suggest you dress business casual. This may include slacks, blazers, blouses, or casual dresses. Use your best judgment as you represent yourself and your institution.

In August, the average temperature in Nashville is 78 degrees. Keep in mind that the Convention Center is climate-controlled and you may want to dress in layers to accommodate the varying temperatures from inside to outside.

# General Information

## General Conference Information

Full-Conference registration includes admission to the educational sessions, Exhibit Hall, Welcome Reception, Networking Party, lunches on Monday and Tuesday, Recognition Breakfast, and refreshment breaks. Full-Conference registration also includes the complete Conference Proceedings with speaker information and concurrent session handout materials in CD-ROM format.

## One-Day-Only Pricing

If you cannot attend the entire Conference, we encourage you to consider one-day-only pricing for one or two of the three Conference days. The fee will include all scheduled activities for that day.

## Conference/Membership Package

Join as a first-time member or a renewing member and register for the discounted AHRMM member full-Conference registration fee (\$150 less than the non-member full-Conference registration fee). To join or renew, simply check the appropriate box on the registration form.

## Guests

AHRMM considers a Guest Registration as a spouse, partner, or family member who is at least 18 years old. Guests are not allowed to enter the Exhibit Hall, but are allowed to attend all other Conference food functions. Guest badges will show first and last name only and guests will not conduct business with AHRMM attendees or exhibitors.

## Registration Options

Please note that registration is not considered complete until full payment is received. A confirmation will be mailed within 2-3 weeks of receipt of registration form and payment. If you do not receive a confirmation in the mail, please call 312/422-3840.

## Registration by Mail

Complete the registration form and mail it with your check or authorized credit card to AHA/AHRMM, P.O. Box 75315, Chicago, IL. 60675-5315.

## On-Site Registration Schedule

Sunday, August 1	8:00AM – 8:00PM
Monday, August 2	7:00AM – 2:30PM
Tuesday, August 3	7:15AM – 1:30PM
Wednesday, August 4	7:30AM – 10:30AM

## On-Site Check-in

Your official badge will be required for admission to the social functions, educational sessions, and Exhibit Hall. Registration and Conference materials will be available during registration hours at the Nashville Convention Center. All registrants with unpaid balances will be asked for payment on-site with a check or credit card prior to admission to the educational sessions or Exhibit Hall.

## Take advantage of the value-packed program. Your full-Conference registration includes:

- Three days loaded with valuable, interactive, educational opportunities
- Admittance to the largest trade show of its kind—featuring more than 150 companies and 1,000 products and services
- Receptions, luncheons, recognition breakfast, and all refreshment breaks
- Complete Conference Proceedings CD-ROM with speaker information and concurrent session handout materials

## Cancellation Policy/Refund Requests

AHRMM reserves the right to cancel or reschedule the Conference 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 26, 2004. Cancellations of unpaid registration also are subject to the \$150 cancellation fee. Notice of cancellation should be faxed to 312/422-4573. After July 26, 2004, all fees/credits toward the Conference are forfeited. You are encouraged to send a substitute if you cannot attend.

## Substitutions

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

## Restrictions

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

## Recordings

AHRMM has arranged for professional audiotaping of the concurrent sessions. By attending and/or participating in discussions, registrants agree that AHRMM may electronically record, copy, and distribute registrants' involvement in the program discussion and 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.

## 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 any auxiliary aids or services, please contact AHRMM at 312/422-3840.

## Contact Us

If you have questions regarding registration, call 312/422-3840. Questions regarding the Conference schedule or content can be e-mailed to [ahrmm@aha.org](mailto:ahrmm@aha.org).

# Registration Form



## 42nd Annual Conference & Exhibition / Nashville, Tennessee / August 1-4, 2004

For additional registrants, please duplicate both sides of this form.

Representatives from Exhibiting Companies must use an Exhibitor Registration Form that is included in the Exhibitor Service Kit.

### Attendee Information *(please type or print clearly.)*

First Time Attendee

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_

Designation:  CMRP  FAHRMM  CPHM  CMRE  CPM  Other: \_\_\_\_\_

First Name or Nickname for Badge: \_\_\_\_\_ AHRMM Member ID Number (see mailing label): \_\_\_\_\_

Title: \_\_\_\_\_ Organization: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

### Conference Registration Fees

	Early Bird on or before June 18th	Postmarked after June 18th	Payment Enclosed
AHRMM Member, Full Conference	<input type="checkbox"/> \$560 (CR1)	\$760 (CR3)	_____
Active Military AHRMM Member (Air Force, Army, Marines, or Navy)	<input type="checkbox"/> \$532 (CR1M)	\$722 (CR3M)	_____
Non-Member*, Full Conference	<input type="checkbox"/> \$710 (CR2)	\$910 (CR4)	_____
Active Military Non-Member* (Air Force, Army, Marines, or Navy)	<input type="checkbox"/> \$675 (CR2M)	\$865 (CR4M)	_____

\*To take advantage of the lower fee offered to members, join AHRMM now by completing the membership section below. (Partial refunds cannot be issued later.)

Check here if you plan to attend the complimentary Military Program on Wednesday, August 4, 2004 at 1:00PM-5:00PM (MP)

Your registration includes a copy of the Conference Proceedings on CD-ROM.

#### One Day (Admittance to all events on the day selected.)

Please circle day: Monday Tuesday Wednesday  AHRMM Member: \$295 (OD1)  AHRMM Non-Member: \$395 (OD2) \_\_\_\_\_

#### Exhibit Hall Only (Admittance to the Exhibit Hall on the day selected only. Exhibitors must use the Exhibitor Registration form.)

Please circle day: Monday Tuesday  AHRMM Member: \$190 (EXH1)  AHRMM Non-Member: \$290 (EXH2) \_\_\_\_\_

#### Guest (Spouse, partner, or family member and must be age 18 or older. Guests will not be allowed to enter Exhibit Hall but are allowed admittance to all other Conference food functions.

Guest badge will have first and last name only. Guests will not conduct business with AHRMM attendees or exhibitors.)

- \$125 (GST) Name of Guest: \_\_\_\_\_
- \$50 (NP) Additional Ticket to the Networking Party \_\_\_\_\_
- \$30 (WR) Additional Ticket to the Welcome Reception \_\_\_\_\_
- No charge (TP) Trade Press, please attach copy of ID or Business card \_\_\_\_\_

### AHRMM Membership

Renewing Member

- \$100 - Individual employed by an American Hospital Association member institution \_\_\_\_\_
- \$100 - Individual on active duty in the uniformed services \_\_\_\_\_
- \$130 - Individual employed by non-member institution \_\_\_\_\_
- \$125 - Individual employed by trade press \_\_\_\_\_
- \$140 - Chief Executive Officer of non-member institution \_\_\_\_\_
- \$66 - Student (Qualifying information required, must be full-time) \_\_\_\_\_
- \$66 - Retiree (Qualifying information required) \_\_\_\_\_

### Optional pre-Conference Workshops Sunday, August 1, 2004

CMRP Overview Session, 10AM - Noon	<input type="checkbox"/> \$29 for Conference Attendees (CM1)	<input type="checkbox"/> \$69 for Others (CM2)	_____
Materials Management 101, 1:00-4:00PM	<input type="checkbox"/> \$49 for Conference Attendees (MM1)	<input type="checkbox"/> \$89 for Others (MM1A)	_____
Materials Management 201, 1:00-4:00PM	<input type="checkbox"/> \$49 for Conference Attendees (MM2)	<input type="checkbox"/> \$89 for Others (MM2A)	_____
Materials Management 301, 1:00-4:00PM	<input type="checkbox"/> \$49 for Conference Attendees (MM3)	<input type="checkbox"/> \$89 for Others (MM3A)	_____
Materials Management 401, 1:00-4:00PM	<input type="checkbox"/> \$49 for Conference Attendees (MM4)	<input type="checkbox"/> \$89 for Others (MM4A)	_____

### Eighth Annual Charity Golf Tournament Sunday, August 1, 2004, 7:30AM shotgun start

Contact AHRMM for a foursome form or to order club rentals.

\$225 Individual Fee (GR1)  \$175 Hospital-based (GR2) \_\_\_\_\_

#### Golf Shirt Size (GSS)

S (GSM)  M (GSM)  L (GSL)  XL (GS1X)  XXL (GS2X)  XXXL (GS3X)

Check here to make a donation to Project Perfect World Foundation (PPF) Amount of donation: \_\_\_\_\_

Registration Questions? 312/422-3840 • [ahrmm@aha.org](mailto:ahrmm@aha.org)

TOTAL FEES \_\_\_\_\_

(Over)

# Registration Form

Please Print Your Name Here \_\_\_\_\_

For our planning purposes, please let us know which sessions you are most interested in attending:

## Concurrent Sessions

### Concurrent Sessions I, Monday, 8/2, 2:45 – 4:00PM

- I.1 Distribution: Preparing for Point of Use (CS1A)
- I.2 Finance: Standardizing Patient Implant Expenses by Preserving Physician Preference...(CS1B)
- I.3 Information Systems: Taking Wireless Materials Management Beyond Supply Carts to...(CS1C)
- I.4 Purchasing: Undaunted Courage: Leading Physicians to Involvement & Commitment (CS1D)
- I.5 Purchasing: Making Value Analysis More Effective – An Ongoing Case Study (CS1E)
- I.6 Strategic Planning: What is Supply Expense Management and What Does it Mean to Me (CS1F)
- I.7 Support Services: Utilizing Lean Management Principles; Rapid Process Improvement...(CS1G)
- I.8 Professional Development: Materials Management Metrics: Measure Your Success (CS1H)

### Concurrent Sessions II, Monday, 8/2, 4:15PM – 5:30PM

- II.1 Distribution: Web-based Materials Management: Why Hospitals Require Vertical...(CS2A)
- II.2 Finance: Exceeding the Mark: Benchmarking and Negotiating for Clinical Equipment (CS2B)
- II.3 Information Systems: Effective Nursing Supply Chain Compliance – Providing a...(CS2D)
- II.4 Purchasing: Medical Materiel Standardization (CS2E)
- II.5 Strategic Planning: Utilizing Technology to Implement Cost Effective/Efficient...(CS2F)
- II.6 Support Services: Cutting Costs Through the Reprocessing of Single Use Devices (CS2G)
- II.7 Professional Development: Seven Habits of Highly Successful Supply Chain Executives (CS2H)

### Concurrent Sessions III, Tuesday, 8/3, 9:15AM – 10:30AM

- III.1 Distribution: OR Inventory Reduction (CS3A)
- III.2 Finance: Case Study: How A Small Hospital Saved BIG BUCKS! (CS3B)
- III.3 Finance: Clinical Resource Management - Collaborative Expense Reduction (CS3C)
- III.4 Information Systems: Optimizing Financial and Supply Chain Performance (CS3D)
- III.5 Purchasing: Collaborating with Nursing to Reduce Supply Utilization (CS3E)
- III.6 Strategic Planning: A New Twist: The Supply Chain as a Source of Savings (CS3F)
- III.7 Support Services: The Project Perfect World Experience...(CS3G)
- III.8 Professional Development: Powerful Presentation Skills – Your Key to a Better Career (CS3H)

### Concurrent Sessions IV, Tuesday, 8/3, 3:30PM – 4:45PM

- IV.1 Distribution: Preparing for Point of Use (CS4A)
- IV.2 Finance: Entering a New Era in Supply Chain Management...(CS4B)
- IV.3 Information Systems: Data Synchronization for Materials Management (CS4C)
- IV.4 Purchasing: Saving Green By Going Green...(CS4D)
- IV.5 Purchasing: Materials Management in Transition (CS4E)
- IV.6 Strategic Planning: Supplies Hit a Cross Roads with Operating Costs...(CS4F)
- IV.7 Support Services: Effective Product Alerts/Recall Management for Materials Management (CS4G)
- IV.8 Support Services: The Double Bin Replenishment Mode...(CS4H)
- IV.9 Professional Development: Getting to Know Your Physicians Better (CS4I)

### Concurrent Sessions V, Wednesday, 8/4, 8:00AM – 9:15AM

- V.1 Distribution: Case Study: Freight Management – Challenges and Results! (CS5A)
- V.2 Finance: Clinical Resource Management for Materiel Management Professionals (CS5B)
- V.3 Information Systems: Automating the Capital Acquisition Process (CS5C)
- V.4 Purchasing: Making e-Commerce Work: From Vision to Real Results (CS5D)
- V.5 Purchasing: Supplier Diversity in Health Care Procurement...(CS5E)
- V.6 Strategic Planning: Best Practices in Materials Management Redux (CS5F)
- V.7 Support Services: Guerilla Tactics for Supply Chain Management...(CS5G)
- V.8 Professional Development: The Malcolm Baldrige National Quality Award and You (CS5H)

### Concurrent Sessions VI, Wednesday, 8/4, 9:30AM – 10:45AM

- VI.1 Distribution: Aligning Logistical Core Competencies Along a Clinically Driven...(CS6A)
- VI.2 Finance: Measuring the Real Cost of the Supply Chain (CS6B)
- VI.3 Information Systems: Cost Reduction the Smart Way...(CS6C)
- VI.4 Purchasing: Centralized Purchasing/Corporate-wide Procurement Card Program...(CS6D)
- VI.5 Purchasing: Managing Contractual Agreements...(CS6E)
- VI.6 Strategic Planning: Materials Management & Operating Room...(CS6F)
- VI.7 Support Services: Physician Reference Items...(CS6G)

## Attendee Profile

1. Number of years in healthcare field \_\_\_\_\_ (AP1)

### 2. Type of institution (AP2)

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

### 3. What is your title? (AP3)

- Executive (CEO, CFO, etc.)
- Vice President
- Director
- Clinical Resource Manager (CRM)
- Manager
- Purchasing Agent/Buyer
- Consultant (specify): \_\_\_\_\_
- Other

### 4. Buying influence if you work in a hospital/medical center, IDN, or GPO (Please check all departments in which you have buying influence.) (AP4)

- Central Service
- Operating Room
- Emergency
- Outpatient
- Mailroom/Printing
- Administration
- Other (specify): \_\_\_\_\_

### 5. Annual purchasing budget for facility/facilities if you work in a hospital/medical center, IDN, or GPO (AP5)

- Less than \$500k
- \$501k – \$1M
- \$1.1M – \$5M
- \$5.1M – \$10M
- more than \$10M

### 6. What type of area is your facility located? (AP6)

- Rural
- Suburban
- Urban

### 7. What is your salary range? (AP7)

- Less than \$24,999
- \$25,000 – \$49,999
- \$50,000 – \$74,999
- \$75,000 – \$99,999
- \$100,000 – \$124,999
- \$125,000 – \$149,999
- \$150,000+

### 8. Level of education completed (AP8)

- High School
- Community College/Technical School
- Vocational School
- Military OJT
- Four Year Undergraduate Program
- MBA
- MHA
- MS
- RN
- PhD
- Other

## Payment Method

Payment must accompany this form. You will not be registered until payment is received. Please allow 2-3 weeks for registration to be processed. Confirmations will be mailed within 3 weeks of receipt of form and payment. Cancellation must be received in writing no later than July 26, 2004, for a refund, less a \$150 cancellation fee. Cancellations of unpaid registration are also subject to the \$150 cancellation fee. Notice of the cancellation should be faxed to 312-422-4573. After July 26, 2004, all fees/credits toward the Conference are forfeited. Refunds of any kind will not be issued after August 25, 2004. Registrations sent by U.S. mail must be postmarked by July 19, 2004. After July 19, 2004, please register by FAX or on-line.

\$ \_\_\_\_\_ Registration Amount Enclosed

- Check/Money Order enclosed, payable to AHRMM Code #314AM04 in US Funds only.
- Visa
- MasterCard
- American Express

Credit Card #: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Send your completed registration to:

AHRMM/AHA, P.O. Box 75315, Chicago, IL 60675-5315.

### Faxed registrations:

Registrations with pre-payment may be faxed to 312/422-3609.

### On-line:

You may submit your application over our secured Web site at [www.ahrmm.org](http://www.ahrmm.org).

# 2004 Annual Conference & Exhibition Sponsors

## Presenting Sponsors:



## Conference Sponsors:



*AHRMM accepts corporate sponsorship on a first-come, first-served basis.  
Acceptance of any sponsorship does not, in any way, imply  
endorsement by AHRMM of that company's products or services.  
List current as of March, 2004.*

AHRMM's **42**ND ANNUAL  
CONFERENCE & EXHIBITION:  
*Setting The Standard*



**DOWNTOWN**  
*Nashville*

August 1- 4, 2004 / Downtown Nashville, TN

**Route this brochure to:**

- Materials Management
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- Purchasing
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- CEO/CFO/COO
- Chief Resource Officer
- Clinical Resource Manager

- ✓ **Thought-provoking keynotes**
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- ✓ **Comprehensive exhibition**
- ✓ **Continuing education units**
- ✓ **Education on the exhibit floor**
- ✓ **Enhanced networking opportunities**
- ✓ **One of the lowest registration fees in the field!!**

**Register by June 18, 2004 and save \$200—  
register today!**

Conference and registration questions: 312/422-3840

E-mail: [ahrmm@aha.org](mailto:ahrmm@aha.org)

Faxed registrations: 312/422-3609

Exhibit questions: 312/673-5767, ext. 5802

Sponsorship questions: 312/422-3840

On-line registrations: [www.ahrmm.org](http://www.ahrmm.org)



**AHRMM**

Association for Healthcare  
Resource & Materials Management  
of the American Hospital Association

**Register by  
June 18, 2004 and  
save \$200—  
Register today!**