

Agenda

Monday, September 11, 2017

7:30-8:30 a.m.	Registration and Breakfast
8:30-8:45	Welcome and Introductions
8:45-9:45	Innovating for Laboratory Success at Northwell Health Robert Stallone
9:45-10:30	Adventures in Outreach, Integration, and Utilization Lois VanEnk
10:30-11:00	Break and Exhibits
11:00-12:00 p.m.	Health System Outreach Integration Steve Finch, M.H.A., R.N.
12:00-1:00	Lunch and Exhibits
1:00-1:45	Rethinking how Digital Tools Support Collaboration with Patients Marnie de Mooij
1:45-2:30	Leveraging Provider Relationships Carlos Alberto
2:30-2:45	Break and Exhibits
2:45-3:30	Friend or Foe: Developing Successful Vendor Partnerships Bobbi Kochevar, MBA, MLS(ASCP) ^{CM}
3:30-4:15	The Most Critical Research: Self Discovery The Rev. Nick Mezecapa
4:15-4:30	Course Wrap Up
5:00-7:00	Reception

Tuesday, September 12, 2017

7:00 a.m.	Registration and Breakfast
BREAKOUT 1	
8:30-9:30 a.m.	Staffing to Workload Michael Baisch
	Legal Updates Sharon Zehe, J.D.
	Identifying Laboratory Costs Lynn Bryan, B.Sc. (Hons)
BREAKOUT 2	
9:35-10:35	Staffing to Workload Michael Baisch
	Legal Updates Sharon Zehe, J.D.
	Identifying Laboratory Costs Lynn Bryan, B.Sc. (Hons)
10:35-11:00	Break and Exhibits
BREAKOUT 3	
11:00-12:00 p.m.	The Hang Up: Leveraging Customer Service Julie Bicknese and Sue Cloutier
	Project Management Ellen Dijkman Dulkes, MS, MT(ASCP)
	Slaying the Outreach Dragon: Insurance Contracting Charlene Harris
12:00-1:00	Lunch and Exhibitors
BREAKOUT 4	
1:00-1:55	The Hang Up: Leveraging Customer Service Julie Bicknese and Sue Cloutier
	Project Management Ellen Dijkman Dulkes, MS, MT(ASCP)
	Critical Thinking Jeffry Harden, Ph.D.
BREAKOUT 5	
2:00-2:55	Slaying the Outreach Dragon: Insurance Contracting Charlene Harris
	Critical Thinking Jeffry Harden, PhD
	Best Practices Round Table Discussion Shirley Roque, MT(ASCP)
4:00	Adjourn