



# VITAL2015

*Connect. Inspire. Lead.*

Thursday, June 25		
10:45 am-noon	Education Breakout Session	
Track: Q&PS	<p><b>Lean and Other Tools for Operational, Clinical, and Service Excellence</b></p> <p>Learn how three hospitals implemented a variety of operational, clinical, and service excellence strategies to improve quality and safety. This session highlights the use of lean management, Six Sigma, and root cause analysis tools and their impact on maximizing value for patients, staff, and providers.</p> <p>Cathy Duquette, PhD, RN, Executive Vice President, Nursing Affairs, Lifespan</p> <p>Susan Ehrlich, MD, MPP, CEO, San Mateo Medical Center</p> <p>Iman Nazeeri-Simmons, MPH, Chief Operating Officer, San Francisco General Hospital and Trauma Center</p> <p>Nidia Williams, MA, Administrative Director of Operational Excellence (OpX), Rhode Island Hospital</p> <p>Audience: CEOs; chief medical officers; chief operating officers; chief quality officers; clinical, operational, and service leaders; directors; managers; patient safety professionals; and quality professionals</p>	La Jolla, Lobby Level

>> Speakers, please use this approved session content sheet as a blueprint for developing your session, as the above text has been approved by our internal communications team and will be printed in/on all official VITAL2015 collateral. If \*anything\* is in correct about your listing, please contact [Alana Mallory](#) no later than **Monday, May 8** to request edits. Due to internal printing deadlines, requests submitted after that date may not be able to be honored. Thank you for your cooperation! | Need the **VITAL2015 PowerPoint template**? [Click here](#) to download it again.