

DATE:

Thursday
June 13, 2024

This is a virtual/online (Zoom) event. Log-in information will be provided on the registration confirmation email.

Time: 6:00 to 8:00 pm PDT
(check website to confirm)

Networking and welcome begin at 6 pm, followed by the presentation starting at around 6:45.

Cost: No charge for ASQ members or non-members

Registration is required.

Attendance at this event earns RUs toward ASQ recertification.

For more information about ASQ Phoenix, click [here](#).

For more information about our Columbia Basin ASQ section and other upcoming events: www.asq614.org/ or our [myASQ community site](#).

Using Lean Six Sigma to Address Four Top Cost Saving Opportunities in the Clinical Laboratory



Katie Castree Benyo, MHA, SPHQ, CSSBB
Client Account Lead, Accumen

Lean is a management philosophy that focuses on creating value for customers while minimizing waste; Six Sigma is a methodology to eliminate defects and variability. They can be applied to many industries. Healthcare is a sector that encompasses services and products critical to improving health. Within healthcare, the clinical laboratory is where medical tests are performed on patient samples to aid in diagnosis and treatment. Laboratory services leverage 60-70% of critical decision-making such as admittance, discharge, and medication. Lean Six Sigma can be applied within the clinical laboratory.

This presentation will include an overview of current laboratory industry challenges and will discuss how lean Six Sigma can be used to address four top cost saving opportunities in the laboratory. Key learning objectives include:

- Brief overview of clinical laboratory reimbursement decline, as the industry backdrop necessitating targeting lab costs for reduction while maintaining patient care
- Philosophies of Lean and Six Sigma, including value creation for customers, minimization of waste, reduction of defects and variability, and creation of financial savings
- The four top cost savings opportunities in the clinical lab, and how applying Lean Six Sigma concepts can improve them

About the presenter: Katie Castree Benyo is a Client Account Lead at Accumen. In the Lab Excellence service line, she and her team of tenured lab experts assess the performance of hospital laboratories relative to their peers, recommend and implement operational efficiencies, improve quality and service results, and drive bottom line margin improvement. Using Accumen's lab performance analytics technology, they utilize benchmarks and actionable insights to provide guidance that drives lab efficiencies and monitors outcomes of process improvement.

Katie holds a bachelor's degree in Community Health from the University of Illinois, and a Master's in Health Administration from Saint Louis University. She is an ASQ-Certified Six Sigma Black Belt, a TeamSTEPPS Master Trainer through AHRQ, and holds a Certificate in Laboratory Quality Management Systems from CLSI. Her work and thought leadership have been published in "Value in Health: The Journal of the International Society of Pharmaco-economics and Outcomes Research" as well as ASQ's "Lean & Six Sigma Review." She is a frequent presenter at regional and national conferences, and a member of ASQ and ACHE.