

# Registration Information



## Date and Location:

May 28-29, 2009

Westin Harbour Castle, Toronto, Ontario

\$239 Single or Double (5% PST, 6% GST, and 3% DMF are additional)

If you would like to make reservations at The Westin Harbour Castle, please call (800) WESTIN-1 directly.



Located on the shores of scenic Lake Ontario, the Westin Harbour Castle offers the utmost in luxury and comfort for the business and leisure traveller. With spacious accommodations, a wide choice of on-site dining, and friendly service

synonymous with the Westin name, you can rest assured your stay will be a memorable one.

## Registration Fees:

Fees include the cost of instruction, all course materials, breakfasts, coffee breaks, and Day One lunch and reception.

**\$750 per person, plus 5% GST (\$787.50 per person with tax included)**

**Register before April 28, 2009, and save \$50 per person (\$700 per person, plus 5% GST – \$735 per person with tax included)**

Three or more registrants from one organization who register together save \$25 per person (\$725 per person, plus 5% GST – \$761.25 per person with tax included)

The Group Discount may be combined with the Early Bird Discount for groups of three or more registrants from one organization registering together before April 28, 2009.

## Three Ways to Register:

### • Register online:

www.sullivanconsulting.ca (Credit card payments only)

### • Fax completed registration form with your purchase order number to:

(519) 432-4783 • Attn: Seminar Coordinator  
(Purchase order payments only)

### • Mail completed form to:

Sullivan Healthcare Consulting Canada Co.  
Attn: Seminar Coordinator  
332 Central Avenue • London, Ontario N6B 2C8  
(Payment by cheque or purchase order only)

## Cancellations:

Cancellations and substitutions must be in writing and can be faxed to: (519) 432-4783.

### Cancellations received before May 22, 2009:

A 50% refund will be issued.

Cancellations received on or after May 22, 2009: No refund will be issued, but substitutions are permitted through May 26, 2009, at no extra charge.

Questions? Contact the Seminar Coordinator at (519) 432-9169.

## Registration Form:

Hospital/Firm \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ Postal Code \_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_) \_\_\_\_\_

Name \_\_\_\_\_ Position \_\_\_\_\_

E-mail \_\_\_\_\_

Name \_\_\_\_\_ Position \_\_\_\_\_

E-mail \_\_\_\_\_

Name \_\_\_\_\_ Position \_\_\_\_\_

E-mail \_\_\_\_\_

Payment Method:

Cheque (enclosed)  P.O. (enclosed)

Please visit the Events page at [www.sullivanconsulting.ca](http://www.sullivanconsulting.ca) to pay by credit card

**SULLIVAN**  
Healthcare Consulting  
Canada Co.

Perioperative Consulting Services  
and Implementation Management

2009 CHALLENGE

**SULLIVAN**  
Healthcare Consulting  
Canada Co.

# Best Practice Perioperative Program Design

*A Day and a Half Seminar Designed for Administrators, OR Managers, Surgeon Leadership, Anesthesiology Leadership, or a Hospital Team of Perioperative Leaders*

■ ■ ■ ■  
**May 28-29, 2009**  
**Westin Harbour Castle**  
**Toronto, Ontario**

## *Learn About Proven Programs that Will Result in:*

- An operationally-effective perioperative program for surgeons, anesthesiologists, nurses, and patients
- Improved case and turnover time and on-time case starts and schedules
- A well-designed surgical facility
- An effective organization structure
- An optimized surgery information system
- A successful surgery supply chain management program
- Efficient patient management
- Real-world schedule and block time management that works

And, SHC staff will discuss Canadian healthcare trends in these key areas:

- Surgery
- Benchmarking
- Ambulatory surgery



Addressing Today's Perioperative  
Issues, Demands, and Needs

## 2009 Challenge Topics...

- Current Trends and Expectations in Canadian Perioperative Programs
- What is Benchmarking and How Can It Help Your Organization?
- Implementing an Effective Organization Structure
- Patient Management and Throughput:
  - Efficient Presurgery Screening Programs
  - Effective Patient Preparation for On-time Case Starts
- Facility Planning and Design
- Supply Chain Management
- Schedule and Block Time Management in the Real World
- Trends in Ambulatory Surgery
- Selecting and Optimizing a Surgery Information System

### *What Past Attendees Say about the SHC Best Practice Perioperative Program Design Seminar...*

*Extremely informative conference. You covered all areas in an easy-to-follow format: one session set up the ones that followed. It has given me a lot to take home and shown me how much work I have to do.*

*Fantastic conference packed with information. See you next year with the Chief of Surgery!*

*Very worthwhile – relevant and current topics. Excellent opportunity for learning and networking.*

*As a relatively new manager with a lot of learning to do, I found the sessions very beneficial.*

*One of the best, most informative, and realistic seminars I have ever attended ... and I have been to many. I have a page full of ideas to take back.*



## 2009 Challenge Speakers...

### Randy Heiser, BA, MA

Randall Heiser is recognized as a leading expert in surgery operations, scheduling, and implementation of operational improvements in operating rooms throughout North America. As a consultant, he has applied his extensive experience to hospital and ambulatory operational re-design and re-engineering, quality improvement, and operational analysis in numerous clinical departments since 1983.

Mr. Heiser remains focused on comparative data analyses and the use of benchmarking data to improve the operational aspects of surgical programs in hospitals to better manage scarce resources and improve the quality of patient care. Innovative efficiency programs resulting from this work are currently used in more than 500 hospitals in the United States and Canada. He also participated in the design of several proprietary perioperative information systems currently available in North America.

As an industry leader, Mr. Heiser frequently appears as a speaker addressing perioperative process efficiencies for prominent organizations within the perioperative field, including the Operating Room Nurses Association of Canada (ORNAC), the Canadian Operating Room Leadership Network (CORL), the American Society of Anesthesiologists (ASA), and the American Association of Clinical Directors. He has also served as a resource for trade publications such as OR Manager, and leads three annual seminars, "Best Practice Perioperative Program Design," for Sullivan Healthcare Consulting in Canada and the U.S.

*Topics and speakers are subject to change.*

### *About Sullivan Healthcare Consulting...*

SHC Canada provides a full complement of operational perioperative consulting options, comprehensive surgery benchmarking, seminars and training programs geared to perioperative issues and needs, and implementation management services. SHC directors and consultants have been involved in over 2,000 highly perioperative services consulting and implementation engagements.

### Bill Bailey, BBA

Bill Bailey, Vice President, has more than 25 years of perioperative knowledge and experience in both clinical and managerial positions. Mr. Bailey specializes in OR and materials management, sterile processing, OR scheduling, and information systems. He has developed and administered numerous assessments and implementation methodology in the areas of OR materials logistics, SPD and materials staff/management development, material inventory and cost control, and SPD operational effectiveness.

### Tammy Tenerowicz, MPA, BSN, RN, CNOR

Tammy Tenerowicz has more than 24 years of healthcare experience, with more than 20 years in perioperative services and leadership. Her extensive experience is focused on improving quality patient care balanced with economic responsibility through clinical and operational improvements, salary and non-salary reductions, productivity, and fiscal administration. Ms. Tenerowicz has presented to local sections of AORN, contributed to industry publications, and has developed several well-received poster presentations in collaboration with hospital clients and colleagues.

### Wayne Gray, BSE, MBA, C.H.E., F.H.I.M.S.S.

Wayne Gray, Vice President, has over 20 years of healthcare management and information systems experience. He is a member (Diplomate) of the American College of Healthcare Executives, a Fellow of the Healthcare Information Management System Society, and a Senior Member of the Healthcare Financial Management System Society. Mr. Gray provides expertise in surgical scheduling, benchmarking, and information systems consulting services and has served as project manager on a number of large information systems and operations improvement engagements throughout Canada and the United States.

The seminar speakers have presented more than 120 high-quality, well-received perioperative consulting seminars and presentations over the past 25 years, with an emphasis on the necessary surgery programs required to successfully address current and future perioperative issues and needs.