

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 to pay by credit card

SULLIVAN
Healthcare Consulting
Canada Co.

Perioperative Consulting Services
and Implementation Management

CHALLENGE
2009

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
- An effective organization structure
- OR Manager succession planning
- 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
- Benchmarking:
 - What is Benchmarking and How Can It Help Your Organization?
 - Benchmarking in Action
- Implementing an Effective Organization Structure:
- Patient Preparation:
 - Efficient Presurgery Screening Programs
 - Effective Patient Preparation for On-time Case Starts
- Supply Chain Management
- Schedule and Block Time Management in the Real World
- Trends in Ambulatory Surgery

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

Randy Heiser, President and CEO of SHC, is one of the leading surgery benchmark, scheduling, and management information system consultants on the North American continent. He has designed and managed national surgery benchmark systems in the U.S. and Canada, and has performed a wide range of OR operational improvement, surgery planning, OR facility, clinical, and marketing studies. Mr. Heiser is the principal designer of several widely-used surgery scheduling software programs.

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. She holds an MPA from State University of New York at Brockport, New York, and a BS in Nursing from Alfred University in Alfred, New York.

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.

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Topics and speakers are subject to change.

About Sullivan Healthcare Consulting...

SHC Canada provides a full complement of operational and surgical services 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 successful surgical services consulting and implementation engagements.

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