

A Tefen Webinar



February 18, 2011
1:00 - 2:00 PM EST

Surgical Services: Service Line Excellence

From creating the strategic plan to operational implementation, Tefen will demonstrate some of the tools, models and strategic thinking behind their latest offering. Tefen is focused on working in partnership with healthcare organizations to create value; an approach which leverages client knowledge with Tefen's objective, independent thinking to achieve sustainable success.

Includes: Quadrant thinking, capacity and resource modeling, Operational factors: efficiency; availability; case mix; Inpatient vs. Outpatient facilities

Elaine Hargreaves, Director at Tefen, operates across Tefen's four service propositions. Her diverse industry experience includes Healthcare, IT Supply Chain services and products, Central Government (UK), Transportation, Financial Services and Pharmaceuticals to name a few. PhD and MBA (Distinction), including projects on Tesco, Premier Food and Cadburys; six-sigma black belt and a PRINCE 2 Practitioner, Elaine is active in strategic change transitions and empowering people to achieve performance; she directs project teams to add value to the client and bring about sustainable change. Clients include; UCLA; Allina Hospitals & Clinics, Merck KGaA, GSK, AstraZeneca, Southeastern Trains & First Bus Ltd.

Thomas Guglielmo, Partner at Tefen, has fifteen years of successful and diverse domestic and international experience in a variety of management, consulting, program management and engineering capacities. Over his career, Mr. Guglielmo has provided consulting services to over 20 hospitals/clinics/medical centers such as Massachusetts General Hospital, Allina Hospitals and Clinics, Brigham and Women's Hospital and Crouse Hospital to name a few. His efforts have focused on utilizing "Lean" and Six Sigma techniques and methodologies to implement operational improvement programs within both clinical (nursing, ED, OR, etc) and non-clinical (Lab, Radiology, Pharmacy, etc) areas as well as front and back office operations. Tom holds a B.S. degree in engineering from Michigan State University.

Registration:
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