

## PRESS RELEASE

Chi Solutions, Inc.  
801 West Ellsworth Road  
Suite 202  
Ann Arbor, MI 48108  
800.860.5454 o

### FOR IMMEDIATE RELEASE

Media Contact:  
Julie Stein  
[jstein@chisolutionsinc.com](mailto:jstein@chisolutionsinc.com)

#### **Chi Solutions' Nora Hess Scheduled to Address Critical Laboratory Issue**

Ann Arbor, MI (October 19, 2015) — Chi Solutions, Inc. (Chi), a leader in clinical laboratory consulting and management since 1983, announced today that Nora Hess, Senior Consultant, Operations Management, was selected to serve as faculty for the 9<sup>th</sup> Annual Lab Quality Confab Process Improvement Institute. Presented by The Dark Group, this is the only conference that provides laboratory administrators, managers, and quality team member access to a complete array of professional training in the methods of Lean, Six Sigma, process improvement, and quality management systems (QMS). This annual event will be held November 3-4, 2015, at the Sheraton Hotel in New Orleans, Louisiana. Ms. Hess has extensive expertise and will address a critical topic, "CLIA and Regulatory Readiness: What's New, What's Coming, and How Your Lab Should Prepare." This 50-minute session is scheduled for Wednesday, November 4, 2015, as a breakout session.

Ms. Hess has planned an informative presentation with research and direct input compiled from key regulatory agencies that govern clinical laboratories. Increasing regulatory requirements have placed a heavier burden on every laboratory striving to maintain regulatory readiness every day—not just when the bi-annual inspection is due. In this session, Ms. Hess will identify the most common deficiencies, best practices to avoid and address deficiencies in today's regulatory and projected future climate, and provide resources to prepare for the inspection process.

Chi sets the industry standard for strategic guidance, optimization of operations, outreach support, and management services. "The clinical laboratory is a challenging environment, but it is mission-critical to maintain compliance. This session is a real opportunity to provide key information to laboratory professionals who seek guidance," said Ms. Hess.

Nora L. Hess, MBA, MT(ASCP), PMP has 20 years' experience as a health care administrator, with particular expertise in strategic planning, process redesign, compliance, quality management, and cost reduction. Currently, she performs a variety of operational studies for Chi clients, including regulatory reviews with remediation, operations assessments, quality audits, lean design, acquisition due diligence and integration project management, and consolidation assessment and facilitation. Prior to Chi, Ms. Hess served as laboratory administrative director and compliance officer for a Florida health system, directing growth via acquisition and market penetration while improving costs and efficiency. An ASCP-certified medical technologist, Certified Healthcare Compliance Professional, and Project Management Professional, she received her MBA from the University of Sarasota.

For more information, visit <http://www.labqualityconfab.com> or contact Chi Solutions, Inc. at 800.860.5454 x 415 or via email at [info@chisolutionsinc.com](mailto:info@chisolutionsinc.com).

#### **About Chi Solutions, Inc.**

Chi Solutions, Inc. (Chi) is an Ann Arbor, Michigan-based, nationally-recognized clinical laboratory consulting and management firm focused on delivering revenue growth, cost savings, and optimized operations for hospitals, health systems, and hospital-owned independent laboratories. Chi's expertise and specialty is transforming laboratories into economic engines. As the largest laboratory consultancy, Chi offers the broadest service offerings in the industry including strategic options; laboratory management; outreach growth and management; consolidation and integration; performance enhancement; advisory support in finance, operations, and outreach; benchmarking (Chi IQ™); and RVU tools. For more information, visit [www.chisolutionsinc.com](http://www.chisolutionsinc.com) or call (800) 860-5454.

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