



Keeping Patients Safe

Lean Healthcare Series: A 3-Day Educational Program

To survive in today's healthcare environment, organization must deliver high quality patient care while reducing costs and dealing with staffing shortages. Financial constraints must not be allowed to take their toll on quality. Derived from the Toyota Production System, Lean Healthcare provides tools that enable hospitals to focus on elimination of waste, thus achieving a balance between quality and cost. The Lean Healthcare series was created to assist healthcare professionals in developing an understanding of the fundamentals of Lean Healthcare and skills in using lean tools.

Agenda

Day 1

Quality and Finance: Creating a Balance Using Lean Principles

- The need for Lean in healthcare
- What does it mean to be a Lean organization
- Becoming a Lean organization
- Introduction to Lean

Being busy is not necessarily adding value. By mapping the value stream, waste is easily identified as well as constraints and barriers.

Lean Tools: Value Stream Mapping

- Introduction to Value Stream Mapping (VSM)
- Symbols and Their Application
- Examples of VSM
- Drawing a VSM

Day 2

This explains the seven-step cycle that should be used for any process improvement initiative. By developing Standard Work, organizations can maintain their gains and eliminate backsliding.

Lean Tools: Standard Work

- Introduction to Standard Work
- Seven-Step Cycle
- Dealing with Cultural Resistance
- Maintaining the Gains

The 5 Ss are the foundation for the Lean enterprise, and are an excellent starting point for any organization considering a Lean transformation. Combined with Kanban (signals) and Visual Controls, the 5 Ss can eliminate many time consuming activities.

Lean Tools: 5 Ss, Kanban, and Visual Controls

- Introduction to the 5 Ss
- First S – Seiri (Sort)
 - Red Tag Strategy
- Second S – Seiton (Simplify)
 - Visual Controls
 - Kanban
- Third S – Seiso (Sweep)
- Fourth S – Seiketsu (Standardize)
- Fifth S – Shitsuke (Self-Discipline)
- The 5 S Event
 - Kanban Visual Systems

Day 3

According to the Institute of Medicine, medical errors cost hospitals \$17-29 billion per year nationwide. Poka Yoke, or mistake proofing, uses simple, inexpensive devices to achieve zero defects.

Lean Tools: Poka Yoke (Mistake Proofing)

- Introduction to Poka Yoke
- Errors and Defects (Types and Causes)
- Red Flag Conditions
- C-E Diagrams
- 5 Whys
- Poka Yoke Devices
- Poka Yoke Event

Learning Objectives

- Discuss lean principles, lean concepts, lean terminology and the key elements of a lean transformation
- Explain the value stream and be able to draw a value stream map
- Use Standard Work forms, including: the standard work sheet, time observation sheet, standard work combination sheet and the percent load chart
- Apply lean tools (5S, Kanban, Visual Controls, Mistake Proofing, Quick Changeover) to obtain desired outcomes
- Participate in a Lean event

Faculty

Tom Zidel is a consultant, speaker, author, and facilitator of lean transformation in healthcare. Tom comes out of a successful 20-year career in the manufacturing and aerospace industries and has spent nine years successfully implementing Lean principles in healthcare. Tom is the President of Lean Hospitals, a consulting company that specializes in lean implementation in healthcare. In addition, Tom is the primary healthcare consultant for Moffitt Associates, a leader in lean implementation in manufacturing. Tom holds a Bachelor's degree in engineering from the University of Hartford, an MBA from Western New England College, and is a Juran Institute Certified Six Sigma Black Belt. He is the author of the book *A Lean Guide to Transforming Healthcare: How to Implement Lean Principles in Hospitals, Medical Offices, Clinics, and Other Healthcare Organizations*, published in 2006, and *Lean Healthcare Reform: Saving Billions in Healthcare Costs*, published in early 2010.



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*Please note change to registration policy:
Effective July 1, 2010 Six Sigma Green Belt and Lean classes have a registration fee for all participants.*

Lean Healthcare Series Registration Form

Registration 8:30 AM, Program 9:00 AM – 4:00 PM

Tuesday – Thursday, November 29 – December 1, 2011

MHA Offices, Elkridge, MD

Your registration is not complete until you receive a confirmation by email from the Patient Safety Center.

PLEASE PRINT OR TYPE

Organization Name: _____

1. Name: _____ **Degree(s):** _____

Title: _____ **Direct Phone #:** _____

Email Address (used for confirmation): _____

2. Name: _____ **Degree(s):** _____

Title: _____ **Direct Phone #:** _____

Email Address (used for confirmation): _____

Fees: Maryland health care professionals and Beebe Medical Center - \$825

Non-Maryland health care professionals - \$1500

Payment: Check enclosed VISA MasterCard American Express

Card # _____ Exp. Date _____

Name on Card _____ CSC Code _____

Return Registration Form to:
Maryland Patient Safety Center (attn: Education)
6820 Deerpath Road, Elkridge, MD 21075
FAX: 410.379.9541

Online registration available at <http://www.mhei.org/Programs/programs.php>