

Robust Performance Improvement Tools

Program Overview

If you are interested in improving the efficiency of your department, this workshop will help you focus on critical areas of need, giving you tools to make evidence-based improvement quickly. Come and learn a handful of key LEAN improvement tools that provide the biggest return in the least amount of time and require the shortest learning curve for you. Upon completion of the program, you will be able to apply these tools to your own unique situation.

Tools included in the program are:

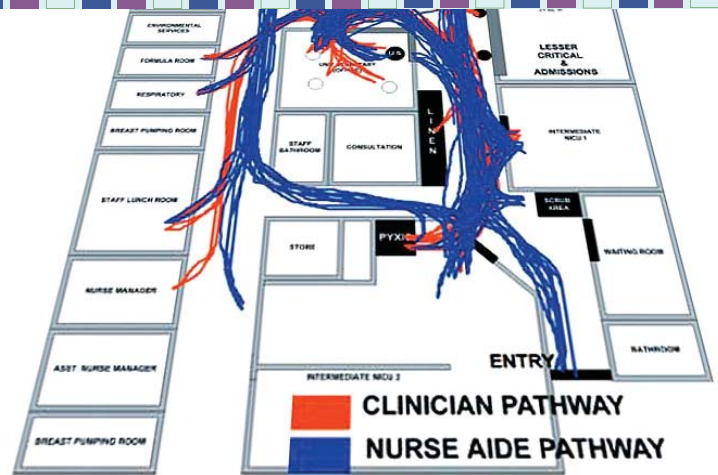
- Process Mapping
- Spaghetti Diagrams
- 5S
- Pull vs. Push
- PDCA

Program Objectives

- o Identify and use the five most useful productivity tools
- o Apply each tool to the appropriate productivity issue or situation
- o Recognize barriers to implementation and how to overcome them

About the Speaker

Katrina Coleman, BSN, RN, has been in the health care industry for 20 years during which she has consulted and coached with hundreds of managers assisting them in developing and implementing skills to help them achieve their goal of running a productive and quality-driven department/unit. As a master's prepared nurse and an ATD-Certified Coach with many years of hospital experience behind her, Katrina understands the needs of leaders and staff as well as the environment in which they operate.



DATE/TIME

Tuesday, November 13, 2018

8:30 AM – 12:00 PM

Registration and Continental Breakfast begin at 8:00 AM

REGISTER NOW

LOCATION

Maryland Hospital Association
Pierson Conference Center
6820 Deerpath Road
Elkridge, MD 21075

PROGRAM FEE

MHEI Member: \$89

Non-Member: \$199

REGISTER

To register, please visit MHEI.org.

Questions? Contact Kelly Yost,
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