

Robust Performance Improvement Tools

Program Overview

If you are interested in improving the efficiency of your department, this introductory workshop will help you focus on critical areas of need, giving you tools to make evidence-based improvement quickly. Come and learn The Joint Commission's guidelines and expectations around process improvement as well as a handful of key LEAN improvement tools. You will gain an initial working knowledge of performance improvement, and, upon completion of the program, be able to apply these tools to your own unique situation.

Tools included in the program are:

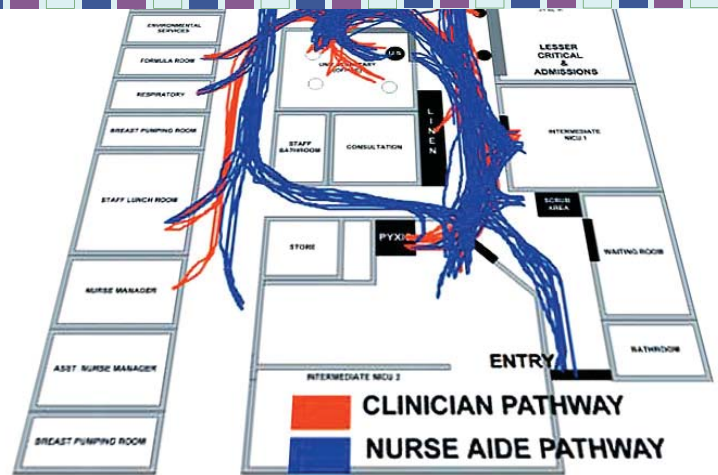
- SBAR
- Brainstorming
- Process Mapping
- Fishbone Analysis
- PDCA
- Root Cause Analysis
- Failure Mode and Effects Analysis

Program Objectives

- o Define the manager's role and responsibility in PI
- o Describe the elements of a "thorough and credible" root cause analysis
- o Analyze the following PI tools:
 - SBAR
 - Brainstorming
 - Process Mapping
 - Fishbone Analysis
 - PDCA
 - Root Cause Analysis
 - Failure Mode and Effects Analysis

About the Speaker

Lyndley O'Dell, MS, PHR, SHRM-CP, Leadership & Engagement Strategist
 Lyndley is a healthcare human resources professional with over 9 years' experience in various aspects of HR including talent acquisition, onboarding, employee engagement, employee relations, performance management and organizational development. Lyndley has experience partnering with healthcare leaders and guiding them through challenging situations as well as managing an HR team. In addition to holding two HR certifications, Lyndley is also certified through ATD's Improving Human Performance program. Lyndley is passionate about building collaborative relationships and offering customized strategies to help leaders and staff achieve results.



DATE/TIME

Tuesday, August 6, 2019

8:30 AM – 3:00 PM

Registration and Continental Breakfast begin at 8:00 AM

LOCATION

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

PROGRAM FEE

Early Bird MHEI Member: \$199 (Register & Pay by July 6)
 MHEI Member: \$249 (After July 6)

Non-Member: \$449

REGISTER

To register, please visit MHEI.org.

Questions? Contact Kelly Yost,
 Manager of Programs and Membership:
 410.796.6239
kyost@mhei.org

Who Should Attend?

- Clinical and Non-Clinical Leaders, including Team Leaders, Supervisors, Coordinators, Managers & above



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 education institute
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 Elkridge MD 21075
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