

Course 1: Lean for Healthcare

BENEFITS TO YOU:

- Greatly reduces costs without significant headcount reductions
- Improves access and waiting time; quality and safety; patient and employee satisfaction
- Creates a culture of continuous improvement, including root-cause problem solving.

Who should attend this program:

All healthcare C-levels, Physician leaders, Directors, managers and supervisors with at least one direct report.

An experienced Lean Sensei will lead this three-day Lean for Healthcare Certificate program. He will teach you the renowned Toyota Production System (TPS) methodology and how to apply these concepts and tools to healthcare operations (hospitals, physician practices, clinics, laboratories, equipment providers, nursing homes, and administrative and other healthcare services). You will learn 20 tools unique to lean transformations including value stream mapping (VSM), standardized work and A3 problem solving that will be demonstrated using case studies and exercises – all designed to ensure that you own the skills when you complete the program.



• DAY 1: Lean Healthcare Overview with ED Simulation

Overview of Lean systems for healthcare

Toyota House Model; Culture of Continuous Improvement; the Philosophy

Hands-on Emergency Department (ED) simulation exercise

Foundation Lean tools and exercises

• DAY 2: Supporting Lean Tools for Healthcare Applications with ED Simulation

Continue hands-on ED Simulation exercise

Just-in-Time Lean tools and exercises

Built-in-Quality Lean tools

• DAY 3: Lean-Thinking, PDCA, A3 Problem Solving & Leadership

Introduction to Value Stream Mapping (VSM), Hoshin Kanri (Strategy Deployment, Lean Projects and Daily Lean)

Hands-on practice: Scoping, Project Setup, Current, Ideal and Future State Mapping and VSM group exercise

A3 problem solving lecture and group exercise



Lean leadership, change management and 100-day action plan for tailored organizational implementation

Provided:

- A hard copy of a Participant Manual.
- A copy of "*The Power of Ideas to Transform Healthcare: Engaging Staff by Building Daily Lean Management Systems*" Authors: Steve Hoeft and Dr. Robert Pryor.

HANDS-ON LEARNING SIMULATION: Combining world-class Lean expertise with an interactive hands-on experience!

You will fix organizational flow through our simulated Emergency Department using Lean principles in the first two days of this course. The simulation focuses on patients as they flow in and out. Doctors diagnose and treat the patients, but they keep piling up outside exam rooms. Patients and results get bogged down in the system. After four rounds, your department starts to flow after applying new Lean concepts in an intentional way. You will learn the basics of flow, pull, 5S, standard work, problem solving, workload balancing, cross-training and many other tools. This simulation is a fun, hands-on way for you to learn Lean principles for your own organization

Testimonials:

"Steve is a real sensei. His presentations captivate students. His enthusiasm is contagious... He can guide the organization through the journey to build a real system. You will enjoy Steve's stories that will bring the house to life."

- Jeffrey K. Liker, professor and author of *The Toyota Way*