

Lean for Health Care: Clinical and Administrative Improvement

Description:

This interactive session will translate basic lean principles and its application to achieve the Triple Aim of the nation's health care reform efforts. This two-day workshop will emphasize eliminating wastes throughout the health care continuum including ambulatory and administrative processes, beyond the inpatient settings, using basic lean tools such as Value Stream Mapping, 5S, and A3.

Learning Objectives

At the end of the two-day workshop, the participants will be able to:

- Articulate the key success factors of implementing lean in a health care organization to improve quality and decrease cost of care
- Articulate the 5 principles of Lean, 8 types of waste based on Lean Thinking
- Identify 8 types of wastes in health care organizations
- Create a Value Stream Map for a clinical and administrative processes in the health care setting
- Repeat the steps to create the future state and implementation plan using the VSM as a planning tool
- Apply key kaizen tools to increase efficiency for both clinical and administrative operations.
- Understand the steps to planning and facilitating a kaizen event
- Select appropriate measurement for success

Benefits

- Improved Service and Turnaround time for patients and providers
 - Reduction of Errors in Administrative work
 - Improved Patient Safety
 - Improved Productivity
 - Lower Costs
-

Course Outline (2 Days)

- Introduction to Implementing Lean
 - Lean Overview and Key Principles
 - Lean and Healthcare
 - Video
 - 8 types of waste for Healthcare (Clinical and Administrative)
 - Lean Implementation Tools: Value Stream Mapping and Kaizen Events
 - Kaizen Tools for Healthcare
 - Work and Process Observation / Standardized Work
 - 5S: Creating an Organized Work Environment
 - Visual Management
 - Error Proofing
 - Kanban and Materials Management
 - A3 Problem Solving Techniques
 - Six Sigma
 - Breakout Session: Simulation (Batch and Queue)
 - Breakout Session: Simulation (Continuous Flow/Lean Tool Application)
 - Lean Application to Healthcare: Case Examples/Video
 - Value Stream Mapping Overview
 - Current-State Value-Stream Mapping
 - Current State Mapping Techniques
 - Team Case Exercise
 - Future-State Value-Stream Mapping
 - Principles for a Lean Value Stream for Healthcare
 - Takt Time and Performance Checks
 - Continuous Flow
 - Pull Techniques
 - Leveling Work
 - Team Case Exercise
 - Developing and Implementing an Action Plan using PDCA
 - Lean Measurements / Metrics for Healthcare
 - Final Discussion: Application to Participants
-