



# Lean Practitioners Course

## When:

Four, eight-hour sessions

8 am-5 pm

Feb. 22, Mar. 1, 8, 15

## Where:

PIH Health

12401 E. Washington Blvd.

Whittier, CA 90602

## Contact:

Jamila Mayers

(213) 538-0700

[jmayers@hasc.org](mailto:jmayers@hasc.org)

## Cost:

\$950 Members

\$1,225 Nonmembers

## Powered by:

*Institute for Performance  
Excellence*

Lean practitioners are powerful change agents. Their ability to develop solutions for fast, effective organizational improvements is increasingly valuable in today's changing marketplace.

HASC, in collaboration with the Institute for Performance Excellence, presents an exciting, in-demand Lean course. Designed for health care professionals, this four-session workshop provides a comprehensive introduction to Lean tools proven to eliminate waste, reduce costs, improve quality, and deliver greater value to organizations. Each session incorporates real-world simulations and exercises.

The course satisfies partial requirements for the Fellow I credential in the Society for Healthcare Improvement Professionals.

## Course Objectives

- Learn to conduct a localized lean project.
- Use lean tools to support and develop improvement activities to support the organizations.
- Apply lean tools and techniques following the DMAIC method to resolve process related issues.
- Build lean improvement pathways.

## Who Should Attend?

All health care professionals interested in delivering greater value to the organization should attend including nursing, allied health, business office, support services, service line, admissions, planning, development, ambulatory care, emergency room, laboratory, pharmacy, safety, and quality professionals.

## Faculty



**Jennifer Wortham, Dr.PH**, currently serves as the president of the Institute for Performance Excellence, which is dedicated to developing and teaching the tools and techniques designed to enable health care organizations to achieve world-class performance. She is a Certified Lean Six Sigma Master Black Belt and consultant with over 20 years of experience in leading performance improvement initiatives for health plans and health care delivery systems. Career highlights include serving as an executive in Kaiser Permanente's Northern California Region; Vice President -

Centers of Excellence, Hoag Health System; Administrative Director, Cedars Sinai; and Director of Business Development Scripps Health System, Ambulatory Care Services. Dr. Wortham holds both an MPH and a Dr.PH in Health Services from UCLA. She serves on the faculty of UCLA, School of Public Health, and the University of Redlands, College of Continuing Studies, and teaches Lean Six Sigma courses at Portland State University Professional Development Center, UCLA and UCSD Extension and through a variety of professional and trade associations.

## Lean Practitioners Course Agenda

### Session I: Define/Introduction to Measure

- Overview of Lean and Six Sigma and its application to health care enterprises
- Introduction to business drivers and preparing to begin an improvement effort
- Scoping and outlining your project using SIPOC
- Introduction to Project Charters and problematic effect and target statements
- Basic team dynamics and team management
- How to collect and translate the customers voice (VOC) to critical to quality (CTQ)
- Measures using the SMART approach to performance measures

### Session II: Measure/Analyze

- Operational definitions
- Understanding the methods and elements of mapping the process
- Defining Value and the importance of cycle time
- Introduction to Waste Assessment tools (Area Diagram, Flow Factor Analysis, Waste Assessment Worksheet)
- Data collections approaches and tools (Concentration diagrams, DCP, Where data resides)
- In-depth overview of root cause tools (5 Why's, Affinity Diagrams, and Fishbone Diagram)
- Following Session II, students complete a two-hour simulation field trip arranged at the student's convenience and completed in groups of three to five participants

### Session III: Improve

- Frame Work for Lean Improvement: The House of Lean
- Lean Improvement Methods: A Lean Primer
- How to Create a Lean Pathway (and exercise)
- A Bridge to Control: Standard Work & Visual Controls (and exercise)
- Sustain the Gains: Lean Daily Management System

### Session IV: Control & Cap Stone Simulation

- Recap Standardization Lean Daily Management
- Visual Workplace and A3 Reporting
- Tools for maintaining improvement gains (Control Charts, Focused Audit or Kami Sabai)
- Documentation of project
- Simulation exercise culminating all tool and building an A3 reporting

### Session V: Introduction to Data (2-Hour Webinar)

- Importance of data
- Data types (discrete, continuous)
- Descriptive statistics (Mean, median, Standard Deviation)
- How to build basic graphs in Excel

### Session VI: Introduction to Variation (2-Hour Webinar)

- Spread of the data
- Understanding basic distributions
- Using Standard Deviation
- Special and common cause variation
- Precision and Accuracy

# Lean Practitioners Course

Four, eight-hour sessions from 8 a.m. - 5 p.m.; Registration: 7:30 a.m.

Feb. 22, Mar. 1, 8, 15

PIH Health, 12401 E. Washington Blvd., Whittier, CA 90602

Registration fees include continental breakfast, lunch course materials, and certificate of attendance. [Click here to register](#) for this course or visit <https://www.signup4.net/Public/ap.aspx?EID=LEAN16E>

\$950 Members

I would like to order printed course materials. I understand this is an additional fee of \$25.

\$1,225 Nonmembers

**First Name:** \_\_\_\_\_ **Last Name:** \_\_\_\_\_ **Preferred Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_ **Organization:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Phone:** (\_\_\_\_) \_\_\_\_\_ **Email (required):** \_\_\_\_\_

\_\_\_\_ACHE Credit (32 hours)\* ACHE Credit: The Hospital Association of Southern California is authorized to award 6 hours of pre-approved ACHE Qualified Education credit (non-ACHE) for this program toward advancement, or recertification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or recertification.

\_\_\_\_BRN Credit: RN Lic. No. \_\_\_\_\_ (Provider approved by the California Board of Registered Nursing. CEP #970 for 32 contact hours.)

\_\_\_\_BBS Credit: MFCCs and/or LCSW Lic. No. \_\_\_\_\_ Course meets the qualifications for 32 hours of continuing education credit for MFCCs and/or LCSWs as required by the California Board of Behavioral Sciences. (PCE #4280).

**Payment Method: MasterCard**  **Visa**  **AMEX**  **Discover**  **or Check #** \_\_\_\_\_

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## IMPORTANT REMINDERS

- Registration deadline: **5 business days prior to start date.**
- Valid payment information must be received with your registration.
- Mail and make check payable to: HASC, Attn: Jamila Mayers, 515 South Figueroa St., Ste. 1300, Los Angeles, CA 90071. **Please note program ID #2175-158 on check.**
- Fax registration form to (213) 629-4272.

## CANCELLATION

- All cancellations must be requested in writing and confirmed by HASC **no later than 5 business days prior to course,**

and will be subject to a \$50 processing fee.

- Cancellations after 5 business days prior to course, and non-attending registrants will be invoiced for the entire registration fee. Substitutions are accepted at any time for this program but will not be processed until full payment has been received. Fees are non-transferrable for other HASC seminars.

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