



Lean Fundamentals for Healthcare Certificate Course

When:

Four, eight-hour sessions

8 a.m.— 5 p.m.

Oct. 19, 20, 21, and 22

Where:

Torrance Memorial Medical Center

Health Conference Center

3330 Lomita Blvd

Torrance, CA 90505

Contact:

Jamila Mayers

(213) 538-0700

jmayers@hasc.org

Cost:

\$2,500 per person HASC Members

\$2,250 per person for groups of six or more from the same facility registering at the same time

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

HASC, in collaboration with Healthcare Performance Partners, presents an exciting, in-demand Lean course. Designed for health care professionals, this four-day 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.

Course Objectives

- Learn to conduct a localized Lean project
- Use Lean tools to support and develop improvement activities to support the organization
- Learn strategies for realizing the value associated with improvement work
- Build Lean improvement pathways
- Describe the purpose and logic of the 5-why's approach to carry out a root-cause analysis

Who Should Attend?

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

Faculty



Aaron Fausz, Ph.D., Director

With 20 years of experience using Lean to help organizations align and improve their personnel and operational systems to accomplish strategic business objectives, Aaron has consulted with leading health care organizations across the country, including The Mayo Clinic Health System, University Health System, Henry Ford Health System, Maimonides Medical Center, University of Texas Medical Branch, the Westchester Medical Center, the Everett Clinic, and many others. He has proven success guiding organizations through strategically driven changes and enhancing business performance, and has significant experience in needs assessment, best practice application, performance measurement, process improvement, and behavioral change management.

Aaron also has extensive experience in the implementation of workforce management solutions to reduce costs, as well as in coaching executives in various implementation strategies. Prior to joining HPP, Aaron worked for Kronos, Aetna, and Executive Learning in support of various change management, organizational development, workforce management, and process improvement initiatives.

He holds a Ph.D. in Industrial and Organizational Psychology from the University of Tennessee with a minor in Industrial Engineering.



Richard Tucker, Vice President

Richard has served as a coach, facilitator, and project manager for health care clients in the training and implementation of Lean Healthcare tools and methodologies. He oversees HPP's training services and methodology, ensuring they are integrated seamlessly throughout HPP's work. Richard has led teams in the utilization of Lean health care tools to eliminate waste, giving back precious time to the front line caregivers to focus on their patients.

In addition to his ongoing support of health care organizations in their Lean journey, Richard is a faculty member of Belmont University's Lean Healthcare Certificate Course.

Prior to joining HPP, Richard had more than 16 years of business and industry experience in operational and leadership positions.

Richard's educational background includes B.S. and M.S. degrees in Engineering from Tennessee Technological University. He has attended formal training courses in Lean Manufacturing, Leadership Development, and Shainin Statistical Problem Solving in Japan, where he spent a great deal of time learning Lean and Quality Methodologies.

Course Agenda - Lean Fundamentals for Healthcare

Day I:

- Overview of Lean and the articulation of a Lean approach to improvement
- Introduction of the concepts of value, value-added activity, and non-value-added activity: the value diamond
- List and give examples of the 8 wastes
- Designation and examples of the 4 rules in use
- Describe the stages and appropriate use of the PDCA cycle for improvement
- Creation of standard of work documentation using a standard work map

Day II:

- Standard of work (continued)
- Use observation, including spaghetti diagrams and observation forms, to document the current state of processes
- Use SIPOC to document components of a system
- Value stream map (VSM) to depict the current state of a system or process
- Data collection and planning
- Characteristics and defining the ideal state

Day III:

- Using A3 problem solving to analyze and improve processes
- Tools useful for prioritization
- Flow management concepts: one piece flow, load leveling, pull and Kanban, and how they are applied in health care organizations
- Visual management and its various forms
- 5S approach to improvement

Day IV:

- Mistake proofing strategies for improvement
- Rapid improvement events
- Integration exercise
- Strategies for realizing the value associated with improvement work
- Lean tools in organizational transformation to a Lean philosophy
- Next steps: personal development action plan to continue learning and application of lean methods

Lean Fundamentals for Healthcare Certificate Course

Four full-day sessions from 8 a.m. - 5 p.m. and one half-day session Friday, 8 a.m. to noon

Registration: 7:30 a.m. — Oct. 19, 20, 21, 22 and 23

Torrance Memorial Medical Center, 3330 Lomita Blvd, Torrance, CA 90505

Registration fees include continental breakfast, lunch, course materials, and certificate of attendance. [Click here to register](http://events.SignUp4.com/Lean-HASC-HPP-2015) or visit <http://events.SignUp4.com/Lean-HASC-HPP-2015>.

Please Note: We require 20 registered participants to hold this course. For the rare occurrence we do not have 20 participants registered, the class will be cancelled one week prior to the start of the course. Should this occur you will be given a full refund for the class. Please take this into consideration when booking transportation and/or hotel accommodations.

- \$2,500 per person HASC Members
- \$2,250 per person for groups of six or more from the same facility registering at the same time

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 32 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.

LFS Credit: CLS Lic. No. _____ Course meets the qualifications for 32 hours of continuing education credit for CLS as required by the California Department of Public Health. (LFS #219).

CPHQ Credit: This program has been approved by the National Association for Healthcare Quality for 24 CPHQ continuing education hours.

Payment Method: MasterCard _____ **Visa** _____ **AMEX** _____ **Discover** _____ *or* **Check #** _____

Card #: _____ **Exp. Date:** _____ **Total Amount:** _____

Cardholder Name (please print): _____

Cardholder Address: _____ **City:** _____ **State:** _____ **Zip:** _____

Cardholder Phone: (____) _____ **Authorized Signature:** _____

IMPORTANT REMINDERS

- Registration deadline: **October 5, 2015.**
- 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 #2175-137 on check.
- Fax registration form to (213) 538-0987.

CANCELLATION

- You may cancel by **October 5, 2015** without incurring a fee (except a \$100 processing fee). Cancellations must be submitted in writing to jmayers@hasc.org.
- Cancellations received after October 5, 2015 are not guaranteed. If the class reaches the 30 person capacity, we may be able to authorize cancellation refunds after the deadline.
- 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.