

HASC's Lean Practitioners Course

Powered by



Hospital Association of Southern California and UCLA School of Public Health

Four, eight-and-a-half-hour sessions from 8 a.m. – 4:30 p.m.

Course Dates: Oct. 14, Oct. 28, Nov. 11, and Dec. 2

Valley Presbyterian Hospital, 15107 Vanowen Street, Van Nuys, CA 91405

Registration: 7:30 a.m.; Program: 8 a.m. – 4:30 p.m.

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 University of California Los Angeles, School of Public Health, and 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.

Qualified participants may enroll for the Lean Practitioners Certification Exam at UCLA Extension after completing the course.

Course Objectives

- Learn to align performance improvement initiatives with your organization's strategic plan.
- Use lean tools to create a Lean Improvement Pathway and standardize work flow.
- Use Value Stream Management for improvement planning.
- Learn how to lead a Kaizen improvement event.

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, is a Certified Lean Six Sigma Master Black Belt and consultant with over 20 years of experience in the development and implementation of performance improvement programs, marketing, and strategic alignment for health plans and health care delivery systems. She currently serves as the Executive Director, for the Institute for Performance Excellence (IPE), a not-for-profit organization dedicated to helping health care professionals build the skills and capabilities to achieve exceptional quality, efficiency, and service delivery.

Prior to founding IPE, Dr. Wortham held key management positions at several leading health care institutions including Hoag Hospital, Kaiser Permanente, American Health Management, Cedars-Sinai Medical Center, and Scripps Health.

Dr. Wortham has received several notable awards including the American Hospital Association's Circle of Distinction Award for Marketing Excellence. She was presented with special commendation by the Los Angeles County Board of Supervisors for the development of a successful marketing campaign for Rancho Los Amigos National Rehabilitation Center, and was recently inducted into Upsilon Phi Delta, the national health management honorary society.

Dr. Wortham holds a masters-in Public Health and a doctorate in Public Health, Health Services Administration from the University of California, Los Angeles. She currently teaches graduate courses in health services finance, and marketing at the UCLA School of Public Health; and recently launched a Lean/Six Sigma Health Care certification program for UCLA Extension.

Agenda

7:30 – 8 a.m. **Registration and Continental Breakfast**

8 a.m. – 4:30 p.m. **Introductory Lean Practitioners Course**

Friday, October 14 **Course 1**

- Overview of Lean and its application to health care enterprises.
- Introduction to Voice of the Customer, and Value Creation.
- Introduction to common waste found in the health care sector.
- Overview of the *Define* stage of a Lean project.
- Introduction to Project Charters and problematic effect and target statements.
- Overview of the Balanced Scorecard and process metrics.
- Introduction to the *Measure* phase of Lean.
- Introduction to SIPOC and process/flow mapping

Friday, October 28 **Course 2**

- Introduction to process measures and performance metrics for Lean.
- Introduction to Lean measurement tools (Pareto Charts, Histograms, etc.).
- In-depth overview of waste and waste assessment techniques.
- Flow Factor Analysis.
- Overview of cycle time, lead time, and value-added and non-value added activities.
- Development of a data collection plan.
- Introduction to the *Analyze* phase of Lean.
- In-depth overview of root cause tools (5 Why's, Fishbone Diagram).

Friday, November 11 **Course 3**

- In-depth overview of the *Improve* phase of Lean.
- Development of an A3.
- Introduction to the Lean Improvement Pathway.
- In-depth overview of Lean Improvement Tools (including 5-S, Visual Controls, Standard Work and Pull Systems, etc.).
- Improvement simulation.

Friday, December 2 **Course 4**

- Introduction to Kaizen events.
- Introduction to the *Control* phase of Lean.
- Tools for maintaining improvement gains.
- Overview of project requirements.

HASC's Lean Practitioners Course

Powered by
UCLA School of Public Health



Four, eight-and-a-half hour sessions from 8 a.m. – 4:30 p.m.

Course Dates: Oct. 14, Oct. 28, Nov. 11, and Dec. 2

Valley Presbyterian Hospital, 15107 Vanowen Street, Van Nuys, CA 91405

Registration fees include continental breakfast, lunch and course materials.

[Click here](#) for complete program information and online registration or visit www.cvent.com/d/vcqn31

\$1,250 HASC Hospital Member

\$1,500 HASC Non-Members

First Name: _____ Last Name: _____ Nick Name: _____

Title: _____

Organization: _____

Address: _____ City: _____ State: _____ Zip: _____

Phone: (____) _____ Email *(required)*: _____

ACHE Category, Type II Credit (30 hours)

BRN Credit: RN Lic. No. _____ (Provider approved by the California Board of Registered Nursing. CEP #970 for 30 contact hours.)

Payment Method: MasterCard Visa AMEX Discover Check# _____

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

Cardholder Name (please print): _____

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

Cardholder Phone: (____) _____ Authorized Signature: _____

IMPORTANT REMINDERS

- Registration deadline: Oct. 3, 2011.
- Valid payment information must be received with your registration.
- Mail and make check payable to: HASC, Attn: Leticia Salcido, 515 South Figueroa St., Ste. 1300, Los Angeles, CA 90071. Please note program ID #2175-185 on check.
- Fax registration form to (213) 629-4272

CANCELLATION

- All cancellations must be requested in writing and confirmed by HASC **no later than Oct. 3, 2011**, and will be subject to a \$50 processing fee.
- Cancellations after Oct. 3, 2011, 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.

SPECIAL NEEDS or QUESTIONS:

For ADA assistance or general registration questions, contact Leticia Salcido at (213) 538-0700 or lsalcido@hasc.org