

## Lean Practitioners Course

Powered by



*Hospital Association of Southern California and UCLA School of Public Health*

*Five, seven-hour sessions from 8 a.m. - 3 p.m.*

*Course Dates: June 24, July 8, July 15, July 22 and July 29*

Fountain Valley Regional Hospital & Medical Center  
17100 Euclid Street, Fountain Valley, CA 92708-4043  
Registration: 7:30 a.m.; Program: 8:00 a.m. - 3:00 p.m.

### Session Description

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 new Lean course. Designed for health care professionals, this five-session workshop provides a comprehensive introduction to Lean methods and 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 to become a Certified Lean Practitioner 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
- Use Value Stream Management for improvement planning
- Learn how to lead a Kaizen improvement event

### Who Should Attend?

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

### About the Instructor

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, market development, and strategic alignment for health plans and health care delivery systems. She currently serves as the Executive Director, for the Institute for Performance Excellence.

## Agenda

7:30 – 8:00 a.m.                      **Registration and Continental Breakfast**

8:00 a.m. – 3 p.m.                      **Introductory Lean Practitioners Course**

Friday, June 24                      **Week 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.
- Linking strategy to performance improvement initiatives.
- Overview of the Define stage of a Lean project.
- Process Verses Operations.
- Introduction to Project Charters and problem effect and target statements.
- Overview of the Balanced Scorecard.

Friday, July 8                      **Week 2**

- Introduction to the Measure phase of Lean.
- Introduction to process measures and performance metrics for Lean.
- Introduction to SIPOC and process/flow mapping.
- Introduction to Lean measurement tools (Pareto Charts, Histograms, etc.).
- Development of a data collection plan.
- Development of operational definitions.

Friday, July 15                      **Week 3**

- 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 Value Stream Map.
- Overall Service Effectiveness Analysis.
- Introduction to the Analyze phase of Lean.
- In-depth overview of root cause tools (5 Why's, Fishbone Diagram).

Friday, July 22                      **Week 4**

- 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.).

Friday, July 29                      **Week 5**

- Introduction to the Control phase of Lean.
- Standardization of work processes.
- Tools for maintaining improvement gains.



# Education Program

## Lean Practitioners Course

Powered by  
UCLA School of Public Health



*Five, seven-hour sessions from 8 a.m. – 3 p.m.*

**Course Dates:** June 24, July 8, July 15, July 22 and July 29

Fountain Valley Regional Hospital & Medical Center, 17100 Euclid Street, Fountain Valley, CA 92708-4043

Registration fees include continental breakfast, lunch and course materials.

[Click here](#) for complete program information and online registration.

\$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, June 21, 2011
- 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 on check program ID #2175-179
- Fax registration form to (213) 629-4272

### CANCELLATION

- All cancellations must be requested in writing and confirmed by HASC **no later than June 14, 2011**, and will be subject to a \$50 processing fee.
- Cancellations after June 14, 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 Jamila Mayers at (213) 538-0739 or [jmayers@hasc.org](mailto:jmayers@hasc.org)