

Lean Awareness for Healthcare Leaders - Workshop

Every healthcare leader wants their area to work well for their patients, their physicians, their staff and themselves. They want to deliver high quality care at a reasonable price and meet the needs of their patients. But there are multiple challenges facing hospitals today including Medicare payment reductions, increasing financial pressure and managed care organizations, rising cost of operations, and increasing pay-for-performance models. Those issues along with patient wait times, gaps in the schedule, the correct data not available for the visit, etc. impact the patient experience. Improving patient flow and reducing errors will allow for improved throughput, increased patient satisfaction, and leverage of existing resources to promote an efficient organization.

Workshop:

This one-day workshop is designed for individuals that want to gain a better understanding of the components and underlying philosophy of lean, and how the elements and philosophy work together to create a lean healthcare organization. At the end of this fast paced, highly interactive, applied workshop, each participant will be able to understand what the concepts of “Value” and “Waste” mean to their primary customer...the patient.

Each segment of the workshop is accompanied with healthcare success stories focusing on how Lean can impact the patient experience across the continuum of care, incorporating examples from many departments and patient pathways. Additionally, each Leader will be able to explain and apply more than 5 key lean tools and concepts to their daily routine. Practical steps will be presented for starting with lean immediately upon returning to your job, as well as a way of thinking through a longer-term lean strategy for your organization.



Benefits:

You will learn the key techniques, philosophies, and management system that comprise a lean approach in healthcare. Successful lean healthcare efforts result in measurable improvements in patient outcomes: improved quality, less harm due to preventable errors, better access, shorter waiting times, and better service. These patient benefits come from a joint focus on improving the work life for medical providers and hospital staff, improving processes to prevent systemic errors, reducing stress levels, and reducing waste so that hospital personnel can spend more time on and focus more on patient care. The hospital or healthcare organization benefits in a long-term perspective due to reduced capital costs and ongoing expenditures, growth opportunities created by freed-up capacity, and an improved reputation that results from better quality and service.

Who Should Attend:

Individuals with little to moderate experience and exposure to lean who are looking to increase their understanding; front-line clinical or professional staff, physicians, managers, and senior leaders who want an understanding of the total scope of implementing lean in a healthcare setting.

