



# Louisiana Hospital Association

Management Corporation

# Lean Healthcare Workshop

How to Apply Lean Tools, Principles in Healthcare

September 15, 16 and 17, 2010

LHA Conference Center

2334 Weymouth Drive, Baton Rouge, LA 70809

(225) 928-0026

## Program Description

This three-day workshop is designed to guide participants in implementing lean principles in a healthcare environment. It will provide an in-depth explanation of how to use lean tools augmented by healthcare-related simulations. In addition, the workshop offers tangible examples of Lean application in the healthcare setting.

*NOTE: This workshop is limited to 40 participants.*

## Who Should Attend

Chief Executive Officer, Chief Nursing Officer, Chief Financial Officer, Chief Operating Officer, Chief Information Officer, Vice Presidents, Department Directors, Regional and Corporate Healthcare Leaders.

## Continuing Education Credit

**Nursing** – 15.0 contact hours will be awarded for this offering by the Louisiana Hospital Association for complete attendance of the program. The Louisiana Hospital Association is approved by the Louisiana State Board of Nursing – CE Provider #39. All other participants will receive, upon completion of workshop, a certificate documenting the completed continuing education/clock hours.

**CPHQ** – Applied for - National Association of Healthcare Quality (NAHQ).

**ACHE** – The Louisiana Hospital Association is authorized to award 15.0 hours of pre-approved Category II (non-ACHE) continuing education credit 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 Category II credit should list their attendance when applying for advancement or recertification in ACHE.

## Objectives

- Gain an understanding of lean terminology.
- Discuss current and future state value stream mapping.
- Identify ways to set standard work forms to target waste.
- Discuss the use of mistake proofing and root cause analysis to solve problems.
- Gain an understanding of the philosophy goal and methodology of Six Sigma.

## Faculty

**Tom Zidel**, Consultant, Speaker Facilitator and Author of the book “A Lean Guide to Transforming Healthcare.” He specializes in the implementation of Lean and Six Sigma methods in the healthcare environment. Tom’s successful 28-year career includes experience implementing cost reduction, productivity, operational and quality improvement, and strategic deployment. Tom has devoted the last 8 years to successfully implementing Lean and Six Sigma principles in healthcare. Tom is the president of Lean Hospitals, a consulting firm which works exclusively with healthcare organizations. Tom’s teaching technique provides insightful, dynamic and, at times, entertaining methods to illustrate and develop an understanding of complex concepts and tools. He has led, trained and/or mentored hundreds of healthcare professionals in the use of Lean and DMAIC methods and tools. In addition, Tom is a faculty member for the American Society of Quality. Tom holds a Bachelors degree in Engineering from the University of Hartford and a Masters Degree of Business Administration from Western New England College, and is a Certified Master Six Sigma Black Belt.

# Agenda

## Day One Wednesday, September 15, 2010

8:30 a.m. – 9:00 a.m.	Registration
9:00 a.m. – 9:15 a.m.	Introduction/Objectives
9:15 a.m. – 10:30 a.m.	Lean Principles
10:30 a.m. – 10:45 a.m.	Break
10:45 a.m. – 11:45 a.m.	Strategic Planning and Strategy Deployment
11:45 a.m. – 12:45 p.m.	Lunch (Provided)
12:45 p.m. – 2:30 p.m.	The Key Elements of Lean (Standard Work, User Friendliness, Unobstructed Throughput)
2:30 p.m. – 2:45 p.m.	Break
2:45 p.m. – 3:45 p.m.	Value Stream Mapping, Current & Future State
3:45 p.m. – 4:00 p.m.	Summary/Evaluations
4:00 p.m.	Adjourn for the Day

## Day Two Thursday, September 16, 2010

8:30 a.m. – 9:00 a.m.	Registration
9:00 a.m. – 10:30 a.m.	Standard Work and Using Standard Work Forms
10:30 a.m. – 10:45 a.m.	Break
10:45 a.m. – 11:45 a.m.	Lean Terminology (Takt Time, Pull, Flow, SWIP, OPF, Batch, Etc.)
11:45 a.m. – 12:45 p.m.	Lunch (Provided)
12:45 p.m. – 2:30 p.m.	5S – Sort, Straighten, Scrub, Standardize, Sustain
2:30 p.m. – 2:45 p.m.	Break
2:45 p.m. – 3:45 p.m.	Kanbans and Visual Controls
3:45 p.m. – 4:00 p.m.	Summary/Evaluations
4:00 p.m.	Adjourn for the Day

## Day Three Friday, September 17, 2010

8:30 a.m. – 9:00 a.m.	Registration
9:00 a.m. – 10:30 a.m.	Poka-Yoke (Mistake Proofing)
10:30 a.m. – 10:45 a.m.	Break
10:45 a.m. – 11:45 a.m.	SMED (Quick Changeover)
11:45 a.m. – 12:45 p.m.	Lunch (Provided)
12:45 p.m. – 2:30 p.m.	Introduction to Six Sigma/Conducting a Lean (Kaizen) Event
2:30 p.m. – 2:45 p.m.	Break
2:45 p.m. – 3:45 p.m.	Becoming a Lean Organization
3:45 p.m. – 4:00 p.m.	Summary/Evaluations
4:00 p.m.	Adjourn for the Day

**NOTE: This workshop is limited to 40 participants.**



**All participants will receive a complimentary copy of “A Lean Guide to Transforming Healthcare” by Tom Ziedel.**

## **Registration Information**

This seminar will be conducted at the **Louisiana Hospital Association Conference Center**, 2334 Weymouth Drive, Baton Rouge. The fee of **\$750.00** for member hospitals/per person and **\$850.00** for non-member hospitals/per person includes seminar, printed materials, lunch and refreshment breaks. A corporate rate has been established at the **Chase Suites, 5522 Corporate Blvd., (225) 927-5630**. Please call the hotel directly and ask for the room rate of the Louisiana Hospital Association for the appropriate dates. Registrations may be mailed or faxed directly to the Louisiana Hospital Association. Registrations that are mailed ***must*** include payment by check or credit card. Visa, MasterCard or American Express are accepted. You may also fax your registration form to **(225) 923-1004**, with a Visa, MasterCard or American Express number. Registrations by fax will be accepted if method of payment is indicated on registration form (check being mailed, etc.). All information is handled through a confidential fax and blotted out before it is forwarded to the registrar. **Registration forms must be received into the LHA office by 5:00 p.m. one week prior to the scheduled event date.** This applies to registrations that are received by mail or fax. An email confirmation will be forwarded to all registrants who list an accurate email address. Registrations may be confirmed by phone. It is recommended that a copy of your registration form be faxed to LHA prior to submitting it to your facility's accounting department in order to reserve your seat in the class.

## **Cancellation/Refund Policy**

### **Cancellation Fees**

We realize that problems can occur that may necessitate registration cancellations. Cancellations received in writing up to one week prior to a scheduled event will be charged a cancellation fee of \$50.00. This fee covers some of the administrative costs associated with processing refunds, printing costs for handout materials, hotel guarantees, etc.

### **Refunds**

Cancellations received less than one week prior to the scheduled event or those who fail to attend are non-refundable. However, registrants who are unable to attend an LHA educational event are permitted to and encouraged to send a substitute at no extra charge. Any sleeping room arrangements made with the local hotel must be cancelled directly with the hotel to avoid charges that are part of the hotel's cancellation policy.

### **Driving Directions to the LHA Conference**

The Louisiana Hospital Association Conference Center is located just across the street from the LHA Headquarters Building. The conference center address is 2334 Weymouth Drive. From I-12, exit Airline Highway North, go to the 2<sup>nd</sup> red light-Old Hammond Highway and turn left. Turn left at the next light onto Drusilla Lane. At the 2<sup>nd</sup> street, Brookline Avenue, turn left. At the first block on the left is Weymouth Drive. Turn left onto Weymouth Drive and the new conference center is the second driveway on the left

### **Driving Directions from Chase Suites to the LHA Conference Center**

Exit parking lot and turn right onto Corporate Blvd. Remain on Corporate Blvd. until you reach Jefferson Highway. At this point Corporate Blvd. will turn into Old Hammond Highway. Continue on Old Hammond Highway until you reach Drusilla Lane. Turn right onto Drusilla. At the second street, Brookline Avenue, turn left. At the first street, Weymouth, turn left. LHA Conference Center is the 2<sup>nd</sup> driveway on the left.

LOUISIANA HOSPITAL ASSOCIATION

Management Corporation



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## September 15, 16 and 17, 2010

LHA Conference Center  
2334 Weymouth Drive, Baton Rouge, LA 70809  
(225) 928-0026

### Registration Form

\$750.00 for member hospitals / per person      \$850.00 for non-member hospitals /per person

Name \_\_\_\_\_ E-Mail: \_\_\_\_\_

Title \_\_\_\_\_

Name \_\_\_\_\_ E-Mail: \_\_\_\_\_

Title \_\_\_\_\_

Healthcare Organization \_\_\_\_\_

Address \_\_\_\_\_

City / State / Zip \_\_\_\_\_

Telephone # \_\_\_\_\_ Fax # \_\_\_\_\_

Visa / MasterCard / American Express (circle one) # \_\_\_\_\_

Name on Card (please print) \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Signature: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Registrations that are mailed **must** include payment by check or credit card. Visa, MasterCard or American Express are accepted. You may also fax your registration form to (225) 923-1004, with a Visa, MasterCard or American Express number. Registrations by fax will be accepted if method of payment is indicated on registration form (check being mailed, etc.). All information is handled through a confidential fax and blotted out before it is forwarded to the registrar. **Registration forms must be received into the LHA office by 5:00 p.m. one week prior to the scheduled event date.** This applies to registrations that are received by mail or fax. An email confirmation will be forwarded to all registrants who list an accurate email address. Registrations may be confirmed by phone. It is recommended that a copy of your registration form be faxed to LHA prior to submitting it to your facility's accounting department in order to reserve your seat in the class.

Make check payable and mail to:

**Louisiana Hospital Association – Management Corporation**  
9521 Brookline Avenue, Baton Rouge, Louisiana 70809-1431  
Phone: (225) 928-0026 Fax: (225) 923-1004

**Americans With Disabilities Act** The Louisiana Hospital Association will make every effort to provide reasonable accommodations for physically challenged attendees who require special services. When registering, please attach a written description of needs to the application.

**LHA Code # M1045012**