

The e-Zsigma Lean Six Sigma Green Belt for Healthcare Professionals

Lean Six Sigma Green Belt for Healthcare is your vehicle for addressing many of the challenges facing healthcare institutions and professionals across Canada and around the world today.

Join thousands of North American healthcare professionals already trained and certified in Lean Six Sigma by taking the Lean Six Sigma Green Belt for Healthcare today.

- ✓ World-class international instructors & curriculum
- ✓ Program content, language and examples specific to healthcare
- ✓ Lean Six Sigma tools & methods blended with change management & project management
- ✓ Final in-class examination & Certificate of Completion
- ✓ Post-training support and on-site coaching available on request

WHO SHOULD ATTEND?

- Hospital Executives (CFO, CEO, COO, Vice Presidents)
- Department & Clinical Directors
- Healthcare Staff (RN's, Technicians, Therapists, etc.)
- Service Staff (Transport Services, Administration, Nutritional Services, etc.)

COURSE REQUIREMENTS

Registrants will require a notebook computer configured with Microsoft® Excel. ProcessMA™ statistical and graphical analysis software is included in registration fees and will be provided at the start of training – a **\$300.00 value**.

2010 TRAINING CALENDAR

TORONTO SESSIONS:

Course ID: GBH101

Session 1: February 8-11, 2010

Session 2: March 8-11, 2010

Course ID: GBH102

Session 1: October 4-7, 2010

Session 2: November 1-4, 2009 (4 days)

Students completing this will be eligible to receive **PDU** credits from the Project Management Institute (**PMI**) and/or **CPDL** credits from the Society of Management Accountants (**CMA**).

Register on-line at www.e-zsigma.com

Email for information: sales@e-zsigma.com

Cancellation: All e-Zsigma courses require a minimum number of registrations and are subject to cancellation based on insufficient demand. In the event of cancellation or change, registrants will be eligible for a full refund of any fees paid.

On-Site Lean Six Sigma for Healthcare training available to fit your schedule!

Need a schedule that is flexible to your needs and accommodates training for all of your management team? For on-site Lean Six Sigma for Healthcare training, please contact e-Zsigma (Canada) Inc.



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8-Day Lean Six Sigma Green Belt for Healthcare

Toronto, Canada



“Helping to create a sustainable healthcare future for Canada”



e-Zsigma (Canada) Inc.

“Canada's Own” for Lean Six Sigma

THE CASE FOR LEAN SIX SIGMA APPLICATIONS FOR HEALTHCARE

The long-term sustainability and viability of Canada's healthcare system is being questioned. In the face of daunting challenges, health care providers are under increasing pressure to reduce wait times for vital services, and simultaneously reduce internal and external costs, while maintaining and improving patient safety and care.

Public as well as private sector organizations demands for the rationalization of high-cost medical benefit coverage, as well as governments, in an attempt to balance budgets through downloading of services and reduced program funding, are all factors driving the medical community to search for higher levels of efficiency – in addition to the advances that have already been made!

Historically, investments in automation and information systems have not delivered on the promise of breakthrough improvements, primarily due to the lack of sufficient understanding of healthcare processes and key deliverables associated with them. Rather than improving processes, many of the technology investments have merely automated inefficiencies... a band-aid approach that, ironically, treats the symptom and not the cause.

Lean Six Sigma for Healthcare focuses first on the processes, tasks and activities that define world-class healthcare service and patient care, and enables the delivery of consistently high levels of quality and value, while banishing waste and non value-added activities. The result is lower costs and more desirable outcomes for patients and caregivers alike.

Lean Six Sigma combines key concepts and principles with effective, proven tools and methods to deliver dramatic results.

"Lean Six Sigma Green Belt for Healthcare: The right medicine for today's healthcare."

YOUR COURSE EXPECTATIONS

The Lean Six Sigma Green Belt for Healthcare Certificate will enable you and your team to leverage the power of proven Lean Six Sigma problem-solving tools and process improvement methodology to rapidly and effectively achieve your institution's healthcare goals.

As a Healthcare Lean Six Sigma Green Belt, you will be able to lead process improvement projects that will:

- Focus your organization and team on performing value-added activities that are correlated with patient care and satisfaction
- Result in reduced frustration and inefficiency by eliminating non value-added activities and waste
- Improve your team's ability to respond quickly and effectively to patient needs
- Dramatically reduce the number of medical errors and their undesirable consequence
- Improve accuracy and timeliness of all services, including administration
- Reduce operational risk for patients as well as care-givers
- Improve process capacity and throughput while maintaining quality of service
- Increase patient and employee satisfaction
- Reduce overall unit and departmental costs
- Enable more effective use of staff, equipment, facilities, limited resources and funding
- Encourage all employees to work cooperatively, using a standardized, team-based, problem-solving approach

Lean Six Sigma: Enabling improved quality & patient satisfaction. Eliminating waste & creating greater efficiency with less workplace stress.

Fees (Includes ProcessMA™ Software)

Per person: CAD\$5,195.00

3 or more people: CAD\$4,695.00

COURSE OUTLINE IN BRIEF

DEFINE: Confirm the issues, objectives, customers and business case

- Form the team, define the problem, and validate the business case and Project Charter
- SIPOC analysis and the voice of the customer
- Identify key customer requirements and define Critical to Quality outputs
- Establish objectives & key performance metrics
- Prepare the draft project action plan

MEASURE: Understand and baseline the current situation

- Measurement systems analysis
- Process baseline & statistics
- Statistical distributions, Histograms, Pareto/sub-Pareto, Trend charts, Graphical Analysis
- Process flow maps, Value Stream maps and Spaghetti Diagrams
- Assessing process capability and metrics
- Data collection planning & execution

ANALYZE: Find and verify root causes

- Root cause & Pareto Analysis
- Correlation, Regression and Risk analysis
- Graphical tools to explore processes
- Lean concepts: Takt time; Flow; Value added analysis, etc.
- Hypothesis testing: How to perform parametric & non-parametric tests
- Selection and validation of key root causes

IMPROVE: Identify, Select and Verify solutions

- Lean Process: Error-proofing, Quick Change-Over, 5S, Kaizen events, standardized work
- Design for Lean Six Sigma & QFD
- Selecting solutions – Decision Matrix Analysis
- Implementation planning for solutions

CONTROL: Lock-in sustainable solutions

- Implementing Control Charts & Control Plans
- Visual Workplace & Visual Controls
- Follow-up Process and Quality audits
- Ongoing metrics, reporting and monitoring
- Project close out and Final Project Report