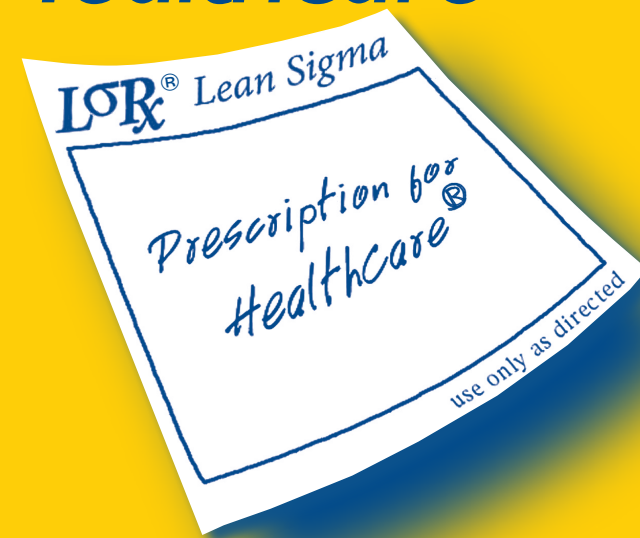


Presents

LEAN SIGMA Prescription for Healthcare®



*Proven Approaches to Resolve
Chronic Operational Problems*

**Lean Sigma Courses
Offered Fall 2009**

Description

THE LEAN SIGMA Prescription for Healthcare® activity is customized specifically for healthcare professionals. This approach combines Lean Methodology, which focuses on optimizing flow, increasing speed and reducing waste, with Six Sigma statistical tools to identify root causes and reduce defects. Targeting the seven wastes of healthcare (defects or rework, overproduction, excess motion, over-processing, wait time, excess inventory and transportation), this Lean Sigma combination provides powerful improvement tools to address the many chronic operational problems seen in healthcare.

“It is a great joy to see lean thinking catching on in healthcare. I hope many organizations will take advantage of this unique opportunity at Johns Hopkins.”

Jim Womack
Founder and Chairman
Lean Enterprise Institute (LEI)

Case studies, exercises and examples will include application of Lean Sigma tools to improve on-time start in the operating room, to reduce hospital acquired infections, to improve patient throughput in the emergency department, to reduce length of stay and to improve patient discharge times. The complete Lean Sigma activity is conducted over a one week session. Participants are expected bring a laptop for use in class, to complete the pre-activity reading assignments, and complete a Lean Sigma project at their own organization.

Who Should Attend

This activity is intended for healthcare staff including, executives, physicians, nurses, hospital and medical office administration staff, industrial and management engineers, laboratory and specialized healthcare services staff, clinical staff, pharmaceutical staff and all others interested in applying Lean Sigma methodology to a healthcare system.

Objectives

Apply Lean and Six Sigma tools to healthcare through Examples, Exercises and Projects

Following this activity, the participant will be able to:

1. Use the DMAIC (Define, Measure, Analyze, Improve, Control) project methodology
2. Apply concepts learned to a Lean Sigma healthcare project
3. Practice sound data collection and data analysis techniques
4. Demonstrate a basic understanding of statistical methods
5. Organize and lead a Lean Sigma project

Program Outline - Green Belt

Define/Measure: (Understanding the Current State)

- Project Definition, Project Charter
- Values Stream Mapping (VSM), Spaghetti Diagram, Seven Wastes of Healthcare
- Normality, Stability, Capability Analyses

Analyze: (Understanding Variation and Causal Factors)

- Analysis Plan
- Hypothesis Testing using Minitab Software
- T-test, Chi-Square, Correlation, Regression, Equal Variances

Improve/Control: (Generating Breakthrough Improvements)

- Mistake Proofing
- Kaizen
- Single Piece Flow
- Balance to Takt, 5S, Operational Methods Sheets, Control Charts
- Control Methods and Plans

The Johns Hopkins University School of Medicine takes responsibility for the content, quality and scientific integrity of this activity.

“Lean Sigma addresses problems with a scientific, statistical approach familiar to physicians and other healthcare providers. This methodology has shown promise here at Hopkins and I believe there is a need to share this knowledge more broadly.”

Dr. Christoph U. Lehmann
Assistant Professor of Pediatrics and of Health Information Sciences
The Johns Hopkins University School of Medicine

Upcoming Dates

Training is conducted over 5 days. Attendance is required each day.

Green Belt Courses

Option 1: **September 14 - 18, 2009**

Option 2: **November 2 - 6, 2009**

Contact: masterblackbelt@jhmi.edu for more information.

Course Location

Charles Commons

3301 N. Charles St.
Baltimore, MD 21218

Registration & Fees

Registration due 1 week prior to the first day of the course:

Registration Fee:..... \$3,995 USD

Payment must be made by check payable to: **Johns Hopkins Medicine Center for Innovation in Quality Patient Care.**

In the memo indicate the option # and the names of the participants covered by the check.

The Registration fee includes instructional materials, refreshment breaks, and lunch.

Each participant must bring a laptop computer. A statistical software trial package will be utilized. Further information will be provided prior to the course. You will receive a confirmation by email.

The Johns Hopkins University reserves the right to cancel or postpone any course due to unforeseen circumstances. In this event, the University will refund the registration fee but is not responsible for travel expenses.

Refund Policy

Space availability is very limited. Tuition will be refunded in full if a cancellation is made four weeks prior to the start of the course. After these dates tuition will not be refunded.

Option 1: **August 10, 2009**

Option 2: **October 2, 2009**

Inn at the Colonnade Baltimore

4 West University Parkway
Baltimore, MD 21218
Phone: 410-235-5400

Option 1: **September 14-18, 2009**

Option 2: **November 2-6, 2009**

The Inn at the Colonnade Baltimore is just a short walk from the course location, Charles Commons, directly north of The Johns Hopkins University Homewood Campus. Call the hotel directly @ 410-235-5400. Specify you are attending the **Johns Hopkins Center for Innovation and Quality Patient Care program**. You will receive the special room rate of \$149 for a double room exclusive of applicable fees and taxes. On-site parking is available at the hotel for an additional charge.

Americans with Disabilities Act

The Johns Hopkins University School of Medicine complies with the legal requirements of the ADA and the rules and regulations thereof. Please notify us if you have any special needs.

To Register or For Further Information

Eldonia Ross, *Lean Sigma Coordinator*

By phone: (410) 502-7815 opt 5

By email: masterblackbelt@jhmi.edu

“ I’d like to see more (of the administrators) become experts in the science of safety by getting training in techniques, such as Lean Sigma, for streamlining processes, reducing waste and cutting down on errors... This kind of leadership can help units develop tools they need to reach a higher goal: undertaking safety projects on their own and feeling empowered to do so.”

Ronald R. Peterson

*President, The Johns Hopkins Hospital and Health System
Executive Vice President, Johns Hopkins Medicine*

Faculty

Program Director:

Laura Winner, RN, BSN, MBA, is the Lean Sigma Deployment Leader and Master Black Belt for Johns Hopkins Medicine. In this role, she has managed the instruction and coaching for the projects of more than 150 healthcare Green Belts across eight waves of Lean Sigma classes. Laura earned her BSN from The Johns Hopkins University, followed by an MBA in the Business of Medicine program at The Johns Hopkins University School of Professional Studies. She received her Six Sigma Black Belt Certification from Motorola University and has over ten years of clinical nursing experience at The Johns Hopkins Hospital in Emergency Nursing and Cardiology.

Instructors:

Robert Hody, BS, MS, is the Lean Kaizen Internal Consultant for Johns Hopkins Medicine. Beginning in 1995, as one of GE’s first group of Master Black Belts, Bob led projects in engineering, operations, finance and IT. He has also mentored projects in supply chain, sales, and marketing as a Master Black Belt and Six Sigma Director with Black and Decker. His involvement with Lean began in 1999 leading to a Lean Site Leader role in GE Healthcare. Bob earned a BS in Electrical Engineering from the University of Virginia, and MS degrees from Virginia Tech in both Engineering and Computer Science.

Richard Hill, BS, is a Sr. Quality and Innovation Coach and Lean Sigma Master Black Belt for Johns Hopkins Medicine. He has led Lean Sigma classes and coached Green Belts at Johns Hopkins since 2005. With 15 years of experience in the aerospace industry, Rich has achieved significant depth in the areas of Lean, Six Sigma, team dynamics and facilitation, and has led many cross functional process improvement teams over the years. Leveraging this experience, he has served as a mentor to numerous Green Belts. Rich received a BS in Business Administration/Management from Bryant College in Smithfield, Rhode Island.

Julie Cady-Reh, MS, MBA, is a Lean Sigma Black Belt for Johns Hopkins Medicine. Julie recently joined the Hopkins team after working 12 years in the information management and information technology industries. At Xerox Corporation, Julie was a member of the inaugural Lean Sigma Black Belt group, and went on to lead many cross-organizational and cross-functional projects in sales and marketing operations. She also served as a Master Black Belt mentor on field service and call center initiatives. Julie holds a BS in chemical engineering from the University of Maryland at College Park. She continued her education at the University of Rochester, where she earned both an MS in Material Science and a Masters in Business Administration.

Richard Powers, BS, MBA, is a Sr. Quality and Innovation Coach and Lean Sigma Master Black Belt for Johns Hopkins Medicine. Rick brings over 30 years of industry experience to Hopkins. Since 1997, Rick has been leading and coaching Lean Sigma teams in a variety of industries including manufacturing, aerospace, several military branches, banking and commercial services. He has taught over 500 Green Belts and Black Belts in engineering, manufacturing, office transactions, supply chain and various service functions. Rick received Six Sigma Black Belt and Master Black Belt certifications from the Six Sigma Academy and Lean Expert training from Honeywell Aerospace. He holds a BS in Electronics Engineering Technology from DeVry University in Phoenix, AZ, and an MBA from Pepperdine University in Irvine, CA.

Registration Form

LEAN SIGMA Prescription For Healthcare®

To Register: (410) 502-7815 opt 5 or

masterblackbelt@jhmi.edu

Mail this form and payment to:

**Johns Hopkins Medicine Center for
Innovation in Quality Patient Care**

Attention: Lean Sigma Program

601 North Caroline Street / Suite 2080

Baltimore, MD 21287-0765

PAYMENT MUST ACCOMPANY FORM TO CONFIRM YOUR REGISTRATION.

Please type or print clearly:

Last name First name Middle initial

Primary degree Title (for name badge)

Department

Title (for name badge)

Preferred mailing address

City State Zip Code Country

Daytime telephone Fax number

E-mail address _____

You will receive confirmation notice by e-mail if you provide your e-mail address.

Registration Fee: \$3,995.00 USD

Please Circle:

Option 1: September 14 - 18, 2009
(Registration due by August 15, 2009)

OR

Option 2: November 2 – 6, 2009
(Registration due by October 5, 2009)

Make check payable to:

**Johns Hopkins Medicine Center for
Innovation in Quality Patient Care**

In the Memo indicate the Option # and the names of the participants covered by the check.