



# LEAN SIX SIGMA IN HEALTHCARE

## *Program Overview*

Healthcare professionals face multiple challenges as they strive to improve patient care and clinical outcomes, reduce costs and increase satisfaction among physicians, nursing staff, administration, department managers and other stakeholders. To help in overcoming these challenges, healthcare organizations can choose from a variety of improvement methodologies. Among these, Lean Six Sigma has emerged as one of the most effective.

This two day workshop gets organizational leaders and other key people quickly up to speed on Lean Six Sigma concepts, tools and methods. Participants will learn the concepts and methods of Lean Six Sigma and how to use them to improve quality of patient care, staff satisfaction, and financial results. Topics covered include:

- *The origins, concepts and methods of Lean and Six Sigma*
- *The similarities and differences between Lean and Six Sigma*
- *How integrating Lean and Six Sigma in a healthcare organization can dramatically improve clinical, operational and financial results*
- *Guidelines for deploying Lean Six Sigma in a healthcare organization*
- *The responsibilities of a Lean Six Sigma Champion*
- *How to identify and prioritize improvement projects*
- *How to distinguish and appropriately resource different types of improvement projects*
- *The DMAIC roadmap for Lean Six Sigma projects (Define-Measure-Analyze-Improve-Control) and how to conduct gate reviews for each phase of a DMAIC project*
- *How to support Green Belts and Black Belts working on Lean Six Sigma projects*

## *Who Should Attend*

Organizational leaders, managers and other key personnel tasked with creating breakthrough improvements in the quality of patient care, staff satisfaction and financial results.

## *Program Duration*

This program will take 2 days (16 hours) to complete.

## *Program Fees*

Your cost, including workbooks and materials for up to twelve participants is \$4,500. Additional participants, up to a maximum of twenty people cost an additional \$125 per person. Please note that this program can also be “tailored” to meet any specific learning needs your organization may have.