

INTRODUCTION TO LEAN AND SIX SIGMA FOR PROCESS IMPROVEMENT IN HEALTHCARE

PROGRAM DESCRIPTION

This five hour course provides an overview of how continuous improvement programs, can be deployed in healthcare settings using the philosophies and tools Lean and Six Sigma. Our team of experts will review and explain Lean (Toyota Production System) concepts of increasing value by reducing waste and waiting. Participants will also be introduced to Six Sigma concepts for proactive root cause problem solving and process variation reduction using the DMAIC methodology. Instructors will present case studies of successful implementation of lean tools such as 5S, Standard Work, Visual Management, Poka Yoke, Value Stream Mapping, Kanban systems, and A3 project reporting, which will benefit your hospital, physician practice, nursing home, clinic, laboratory or health service

Lean is a management philosophy derived from the Toyota Production System (TPS). Toyota's philosophy is to focus every task on satisfying the customer's needs and to reduce or eliminate any activities that waste resources or slow the delivery of the product. Six Sigma is a set of tools and techniques/strategies for quality and process improvement. Six Sigma seeks to improve quality by using process data to identify and remove the causes of defects.

Guest Speaker Dr. Alexandra Shaye Brown who attended the MSU/CAVS E Lean Certificate course will present a case study on Lean transformation in the UMMC surgical pathology lab.

COURSE OBJECTIVE:

Course objective is to develop participant understanding of how Lean and Six Sigma can be applied to improve processes in medical practice or operations.

WHO SHOULD ATTEND?

All Healthcare Professionals: doctors, clinicians, support staff and administrators are encouraged to attend

WHEN:

October 10, 2013. 11:00am until 4:00pm

WHERE:

Mississippi State University's CAVS-E Facility in Canton, MS
153 Mississippi Parkway, Canton, MS 39046 (601) 407-2746

COST/REGISTRATION INFORMATION:

To register, please contact Jill Sellers at jsellers@cavse.msstate.edu or (601) 407-2746. Check, credit card, or a purchase order number can be submitted to secure your reservation for this training. The cost per participant is \$50.00. Lunch will be provided.

INSTRUCTORS:

John Moore is a project manager with the Center for Advanced Vehicular Systems Extension (CAVSE) at Mississippi State University. Mr. Moore provides assessments, training, and assistance in implementation of Lean and Six Sigma systems to businesses such as Nissan, Viking Range, Eaton Aerospace, Raytheon, University Medical Center, Greenwood Leflore Hospital, Georgia Pacific, Horne LLC, Kuhlman Electric, Tower Automotive, Cardinal Health, ACCO brands, ERGON, Mimeo.com, PharMeduim, Milwaukee Tools, Future Electronics, Hood Packaging, Siemens Corp. Zodiac Group, United States Air Force, and Sheldon Lab Systems. In 1990, as part of a GM/Toyota joint venture, Mr. Moore received Lean/TPS (Toyota Production System) training from Toyota Sensei Yoshinobu Yamada, and Kaz Nakada as well as TSSC (Toyota Production Support Center) trainers Chuck Ward, and Greg Lane. Over a period of twelve years of learning Lean, Mr. Moore also gained significant experience working with Lean leaders; James Womac, John Shook, Jeffrey Liker, Mike Rother, Pascal Dennis, and Mark Graban. Mr. Moore then spent 10 years as Director of Lean Implementation for 14 GM/Delphi plants at eight sites in Mississippi, Alabama, South Carolina, and Washington. While at Delphi, Mr. Moore participated in three Shingo Prize competitions, winning in 2003 and again in 2005.

Since arriving at MSU Mr. Moore has achieved an economic impact from Lean deployment projects at an average over \$17 million per year (according to semiannual third party surveys sponsored by the National Institute of Standards and Technology). While at MSU Mr. Moore has developed a 64 hour Manufacturing Lean Certificate training course in 2007. Over 200 certificates have been earned since the program's inception. In 2010 Mr. Moore also designed a 64 hour Healthcare Lean Certificate program. Onsite training has been conducted for Greenwood Leflore and Delta Regional Hospitals in 2010 and University of Mississippi Hospital Surgical pathology Lab in 2012. An open enrolment Healthcare Lean Certificate class is under development for 2013. A 48 hour Lean Certificate class for the financial services industry was created in 2013 and is currently being deployed for Horne LLC.

Moore received his B.S. degree in industrial engineering from Mississippi State University and his M.S. degree in manufacturing management from Kettering University (formerly GMI). John can be reached by email at johnm@cavse.msstate.edu.

Susan Moore is the Lean Healthcare Deployment Coordinator for the Center for Advanced Vehicular System Extension. Susan is responsible for program research and training process improvement for the Healthcare Lean Certificate program. She is also responsible for reviewing and editing existing Lean training material for Healthcare to find opportunities for improving deployment by converting manufacturing references and examples to fit the needs of healthcare training participants. Susan is also a Respiratory Therapist, with experience in Emergency Room, Coronary Care, Post Operative, Intensive Care, Pediatric Intensive Care, Neonatal Intensive Care, Pulmonary Functions Laboratory, Hospital Floor patient care.