

Applying Lean  
for Improved  
Operational Health

# Lean Healthcare Forum



Applying the principles of  
Lean to the Healthcare Industry  
is a win/win...for the patients and  
the healthcare facilities. Learn  
more at this powerful event!

**PRODUCTIVITY**

 rona consulting group

October 6-10, 2008   Gaylord Opryland Resort   Nashville, TN

Healthcare is no longer simply about medicine and medical procedures; it is also about mobilizing and empowering all members of your organization and focusing them on building efficient, reliable healthcare processes that, first, do no harm; second, heal the sick; and third, achieve the company's financial objectives.

# Lean Healthcare Forum

This Lean Healthcare Forum will feature healthcare organizations and industry leaders who have been successful in meeting the challenges of today's workplace. Learn how they are significantly reducing lead-times, increasing quality, improving patient care, achieving greater flexibility, improving staff and provider satisfaction, and producing a healthier bottom-line. Gain valuable insight into how they are dramatically changing their healthcare production environments, and turning employees into empowered associates fully committed to the change process. Join us in Nashville at the Lean Healthcare Forum, an international, peer-to-peer Lean learning event and learn how you too can build a Lean, patient-centered healthcare environment.

## The Forum will include:

**Keynote and Case Study Presentations**—these sessions, by industry leaders and healthcare organizations will demonstrate how the techniques of Lean are working in today's leading organizations. Hear their stories, their course corrections, as well as their successes.

**Workshops**—these sessions cover the fundamental techniques of Lean...techniques you will need to master to make sustainable improvements in your organization over the long-term.

**Special Sessions**—these sessions offer you an opportunity to discuss the issues keeping you up at night. There are several opportunities, in small groups or individually, to speak to an expert or to learn how others in your industry have dealt with these same issues.

## WORKSHOPS

### Lean Healthcare Fundamentals

In this workshop, we'll explore the basics of achieving and sustaining enterprise-wide Lean in the healthcare industry. We'll review five rules of Lean DNA: 1) the standard work that governs all Lean activities, 2) the pathways of communication, 3) the flow of patients, material and information, 4) the scientific method that governs all changes to standard work, and 5) the Socratic method that guides Lean leaders.

### Value Stream Mapping

This workshop will take you through a step-by-step method of value stream mapping and story boarding. You will learn how to gather the detailed information needed to eliminate non-value-adding processes, and how to use value stream management to plan the implementation of your Lean activities for sustained improvements over the long haul.

### Visual Healthcare (5S+2)

This workshop will teach you how to document and share information systematically about daily healthcare production problems, abnormalities, waste, and unsafe conditions through visual display and controls so that everyone understands at a glance whether healthcare processes are in or out of control.

### Standard Work

In healthcare operations, standard work is a key element in the elimination of waste, improvement of quality, providing better access to healthcare and in sustaining one's improvement efforts. Guided by a classroom simulation, participants will use a proven methodology to develop workplace standards, explore control measures, and learn how to train others in the new standard work.

### How to Run a Kaizen Promotion Office

The Kaizen Promotion Office has proven to be an indispensable tool of successful Lean implementations. In this workshop, learn how to clearly define the roles of sponsors, process owners, team leaders, and team members, and how to conduct short weekly and monthly kaizen reviews that focus like a laser beam on the process improvements that are critical to patient safety and the bottom-line.

### Lean in the Emergency Department

This simulation-based workshop demonstrates the flow of patients through the emergency room. Using Toyota's 7 Forms of Waste, improvements in patient and information flow are made at each stage of the simulation. This session will demonstrate many techniques you can use in your own facilities.

### Strategic Planning and Project Management with the A3 System

In this workshop, we'll present a proven business renewal planning and deployment process that utilizes Toyota's famous A3 system of documentation and knowledge management. Learn how to incorporate your strategic priorities into daily work at every level in your healthcare organization.

### Self-Directed Work Teams

In this interactive workshop, participants will receive a lively overview of the key elements necessary to create and sustain a self-directed, high performance work team. This workshop will look at the real-world business challenges facing organizations today, as well as give participants a specific implementation methodology to begin practicing upon immediate return to the workplace.

For additional workshop details please visit [www.leanhealthcareconference.com](http://www.leanhealthcareconference.com)

# Forum Agenda (tentative, subject to change)

## MONDAY, OCTOBER 6, 2008

7:15am	Opening Remarks	
7:45am-8:45am	<b>Steven Spear, PhD</b> , Senior Fellow, Institute for Healthcare Improvement and author of <i>Decoding the DNA of the Toyota Production System</i> , Harvard Business Review (1999)	
9:00am-10:00am	<b>J. Michael Rona</b> , Co-Founder, Rona Consulting Group and former President of the Virginia Mason Medical Center	
10:30am-11:30am	<b>Barbara Bires</b> , RN, Strategic Improvement Consultant, Miami Valley Hospital and <b>Margo Rubertus</b> , Associate, Booz Allen Hamilton and former Strategic Improvement Consultant, Miami Valley Hospital	
11:30am-12:00pm	Discussion	
12:00pm-1:00pm	Lunch	
1:00pm-5:00pm	Lean Healthcare Fundamentals	

## TUESDAY, OCTOBER 7, 2008

7:00am	Leadership Forum	
8:00am-9:00am	<b>Naida Grunden</b> , President, Naida Grunden LLC Medical Communications and author of <i>The Pittsburgh Way to Efficient Healthcare</i>	
9:00am-10:00am	<b>Dean Bliss</b> , Lean Improvement Specialist, Iowa Health System and <b>Sarah Pavelka</b> , Senior Staff Member, Iowa Quality Center and Faculty Member, College of Health Science, Des Moines University	
10:30am-11:30am	<b>Carol Lepper</b> , President, Lean Healthcare Solutions and former Director of Lean Operations, Cancer Treatment Centers of America at Midwestern Regional Medical Center	
11:30am-12:00pm	Discussion	
12:00pm-1:00pm	Lunch	
1:00pm-5:00pm	Value Stream Mapping	

## WEDNESDAY, OCTOBER 8, 2008

7:00am	Leadership Forum	
8:00am-9:00am	<b>Donald D. Storey</b> , MD, Senior Medical Consultant, Rona Consulting Group and former National Medical Director for High Performance Networks, Aetna Insurance and <b>Patti Chrome</b> , RN, Principal, Rona Consulting Group and former Senior VP, and Clinic Administrator, Virginia Mason Medical Center	
9:00am-10:00am	<b>Janice Midcap</b> , VP Quality, St. Joseph's Hospital, Signature Hospital Corp.	
10:30am-11:30am	<b>Roger Noble</b> , Healthcare Quality Process Improvement Mgr., Shriners Hospital for Children	
11:30am-12:00pm	Discussion	
12:00pm-1:00pm	Lunch	
1:00pm-5:00pm	Visual Healthcare (5S+2)	Self-Directed Work Teams

## THURSDAY, OCTOBER 9, 2008

7:00am	Leadership Forum	
8:00am-9:00am	<b>Loraine Lightfoot</b> , Director of Nurses and <b>Scott Boyes</b> , CFO, Wooster Community Hospital	
9:00am-10:00am	<b>Mark Graban</b> , Senior Consultant, ValuMetrix and author of <i>Lean Hospitals</i>	
10:30am-12:00pm	How to Run a Kaizen Promotion Office	Lean in the Emergency Department
12:00pm-1:00pm	Lunch	
1:00pm-5:00pm	Standard Work	
5:15pm-6:45pm	How to Run a Kaizen Promotion Office	Lean in the Emergency Department

## FRIDAY, OCTOBER 10, 2008

7:00am	Leadership Forum	
8:00am-12:00pm	Strategic Planning and Project Management with the A3 System	
12:00pm-1:00pm	Wrap up	

## SPECIAL SESSIONS

The forum will feature several opportunities to have your issues addressed and for you to do some benchmarking. For further details on these sessions, visit the forum website at [www.leanhealthcareconference.com](http://www.leanhealthcareconference.com)  
Special sessions include:

- Leadership Forums
- Lean Discussion Groups
- Special Planning Sessions
- Facilitated Debriefing Sessions



## LEAN EXHIBITION

The forum will feature a small exhibit of products and services designed to facilitate improvement. If you have a product or service that facilitates the implementation of Lean, this forum could provide an opportunity to showcase your product/service. For additional details on becoming an exhibitor, visit [www.leanhealthcareconference.com](http://www.leanhealthcareconference.com)



## HOTEL ACCOMMODATIONS

**The Gaylord Opryland Hotel:** The forum will be held at the Opryland Resort located at 2802 Opryland Drive, Nashville, TN 37214.

For reservations call 615-883-2211 and use code C-PINC for discounted sleeping room rates. For what to do during your stay in Nashville, please visit our website at [www.leanhealthcareconference.com](http://www.leanhealthcareconference.com)

## Cancellations

Forum registrations may be transferred to another colleague without charge. To be considered for a refund, we must receive notice of cancellation in writing no later than 21 business days prior to the event. Cancellations received within 21 business days are subject to the full fee and credit will be held on account for up to one year for use at a future event. There is a \$200 processing fee for all cancellations.

Consultants and university faculty may be excluded from attendance to some sessions.

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# Registration Form

Please print. Copy this form for additional registrations.

## Registration Fees (Please check one)

- 5 Day Price \$2495
- 4 Day Price \$2195
- 3 Day Price \$1895
- 2 Day Price \$1595

**Groups:** 3-5 people from the same site take \$50 off each registration; groups of 6-10 from the same site take \$100 off each registration. For larger groups please call for special rates: 1-800-966-5423 or (203) 225-0451 (cannot be combined with any other discounts).

## To Register:

**Call:** 1-800-966-5423 or 203-225-0451

**Online:** [www.productivityinc.com](http://www.productivityinc.com)

Download the registration form and fax it back to 1-203-225-0771

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**Please select workshop for Wed., October 8, 1:00pm-5:00pm**

- Visual Healthcare (5S+2)
- Self-Directed Work Teams

**Please select workshops for Thursday, October 9**

**How to Run a Kaizen Promotion Office**      **Lean Emergency Department**

- 10:30am-12:00pm
- 5:15pm-6:45pm
- 10:30am-12:00pm
- 5:15pm-6:45pm

If addressee is no longer at your company, please forward to your Administrator

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