

€ TRAINING

Implementing The Lean Thinking in Health
Care





Implementing The Lean Thinking in Health Care

Introduction:

The term, lean thinking originated from the Toyota Production System. This term was first used by Krafcik and popularized by Womack and Jones, in 1992 with the publication of the book "the machine that changed the world".

Despite the origin of lean thinking in the industrial context, its principles have been used in various scenarios, including health. This universal applicability of the lean concept is due to the similarity of the production processes of organizations, regardless of their specific nature, which tries to plan and execute a series of actions in a certain sequence and time, to provide value for a customer. The introduction of lean thinking in health, or, lean healthcare, occurred in a structured and systematic way in 2006.

Course Objectives:

At the end of this course the participants will be able to:

- Understand what your patients value.
- Create a culture of Continuous Improvement.
- Use data to drive improvement.
- Identify and eliminate waste.

Targeted Audience:

- Healthcare executives.
- Physicians.
- Nurses.
- Clinical staff.
- Industrial and management engineers.
- Laboratory and specialized healthcare services.
- Insurance company staff.
- Pharmaceutical staff.

Course Outlines:

Unit 1:

- Introduce the Plan-Do-Check-Act PDCA formatted problem-solving process.
- Create an understanding of the A3 thinking process and how it can be used in problem-solving.
- Practice the process in a group setting.

Unit 2:

- Go away with a sense of how you might use the process to improve results in your organization.
- Learn how to lead efforts in which tools and methods learned can be put into practice.
- Better understand your role as a leader in Lean transformation.

Unit 3:

- Understand Lean implementation as a change initiative.
- Return home with a sense of direction about how to improve results in your organization.
- Explain Lean principles, systems, and tools and discuss how, when, and why they apply to healthcare environments.

Unit 4:

- Explain how implementing Lean thinking is intended to create sustainable organizational culture change.
- Describe the features and attributes of a Lean culture and the Lean Transformation Model.
- Apply Lean principles and methodologies to improve work processes and systems.
- Demonstrate effective coaching skills for developing problem-solving capabilities in others.

Unit 5:

- Examine your own role and function pertaining.
- Analyze the application of Lean principles, systems, and tools for organizational improvement.
- Identify gaps between the current state and the desired future state of your organization or unit.