€TRAINING

Lean Healthcare Mastery

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Amman (Jordan)
ibis Amman

Lean Healthcare Mastery

Introduction:

This training program provides comprehensive instruction on applying Lean principles and methodologies to enhance healthcare processes and organizational efficiency. It equips individuals with the knowledge and skills needed to drive sustainable improvements in healthcare quality, patient outcomes, and organizational performance.

Program Objectives:

At the end of this program, participants will be able to:

- Understand the core principles and concepts of Lean thinking in healthcare.

- Apply Lean tools and methodologies to identify and eliminate waste in healthcare processes.

- Implement continuous improvement initiatives to enhance healthcare quality, efficiency, and patient outcomes.

- Foster a culture of innovation, collaboration, and accountability within healthcare teams.

- Drive sustainable organizational performance improvements through Lean thinking and practices.

- Use data to drive improvement.

Targeted Audience:

- Healthcare executives.

- Physicians, Nurses, and Clinical staff.

- Industrial and management engineers.

- Laboratory and specialized healthcare services.

- Insurance company staff.

- Pharmaceutical staff.

Program Outlines:

Unit 1:

Introduction to Lean Thinking in Healthcare:

- Overview of Lean thinking principles.

- History and evolution of Lean in healthcare.

- Understanding waste and inefficiencies in healthcare processes.

- Importance of Lean in improving healthcare quality and efficiency.

- Case studies demonstrating successful implementation of Lean in healthcare settings.

Unit 2:

Value Stream Mapping in Healthcare:

- Introduction to value stream mapping VSM concepts.

- Mapping patient care pathways and processes.

- Identifying value-added and non-value-added activities.

- Analyzing bottlenecks and inefficiencies in healthcare workflows.

- Developing future state VSM to optimize healthcare processes.

Unit 3:

Just-in-Time JIT and Kanban Systems:

- Principles of Just-in-Time JIT production.

- Implementing Kanban systems for inventory management in healthcare.

- Reducing wait times and inventory levels in healthcare settings.

- Improving patient flow and reducing throughput times.

- Case studies of successful JIT and Kanban implementations in healthcare.

Unit 4:

Continuous Improvement Kaizen in Healthcare:

- Understanding the concept of Kaizen continuous improvement.

- Creating a culture of continuous improvement in healthcare organizations.

- Conducting Kaizen events to address specific healthcare challenges.

- Involving frontline staff in problem-solving and process improvement.

- Monitoring and sustaining improvements through Kaizen principles.

Unit 5:

Standard Work and Visual Management in Healthcare:

- Developing standard work procedures for healthcare processes.

- Implementing visual management tools such as 5S and visual boards.

- Enhancing communication and teamwork in healthcare environments.

- Using visual cues to monitor performance and identify deviations.

- Standardizing work processes to improve quality and safety in healthcare.

Unit 6:

Error Proofing Poka-Yoke in Healthcare:

- Understanding the concept of error-proofing Poka-Yoke.

- Implementing Poka-Yoke devices and techniques to prevent errors in healthcare.

- Designing systems to make errors impossible or easy to detect and correct.

- Reducing the risk of patient harm and medical errors in healthcare delivery.

- Case studies of effective Poka-Yoke implementations in healthcare settings.

Unit 7:

Lean Leadership and Change Management:

- Characteristics of Lean leaders in healthcare.

- Leading change and fostering a culture of continuous improvement.

- Overcoming resistance to change and managing organizational transitions.

- Empowering frontline staff and involving them in decision-making.

- Developing Lean leadership skills to drive sustainable improvements in healthcare.

Unit 8:

Lean Six Sigma in Healthcare:

- Overview of Lean Six Sigma methodology.

- Integrating Lean and Six Sigma principles for process improvement in healthcare.

- DMAIC Define, Measure, Analyze, Improve, Control approach to problem-solving.

- Using data-driven methods to identify root causes and implement solutions.

- Achieving breakthrough improvements in healthcare quality, safety, and efficiency.

Unit 9:

Patient-Centered Lean Healthcare:

- Understanding the importance of patient-centered care in Lean healthcare.

- Incorporating patient perspectives into process improvement initiatives.

- Designing care processes that prioritize patient needs and preferences.

- Enhancing patient satisfaction and engagement through Lean principles.

- Creating a healthcare environment that promotes dignity, respect, and compassion.

Unit 10:

Sustainability and Future Trends in Lean Healthcare:

- Ensuring sustainability of Lean improvements in healthcare organizations.

- Building capabilities for ongoing Lean implementation and adaptation.

- Embracing digital technologies and innovation to enhance Lean healthcare.

- Addressing emerging challenges and opportunities in healthcare delivery.

- Exploring future trends and directions for Lean thinking in healthcare.