



The University of Texas at Austin
Engineering Executive Education
Cockrell School of Engineering



LEAN MANAGEMENT FOR HEALTHCARE 201

PROFESSIONAL DEVELOPMENT PROGRAM



BUILDING ADVANCED **LEAN MANAGEMENT SYSTEMS** FOR HEALTHCARE.

June 5 - 7, 2017

8:00 am - 4:30 pm



Learn more and register online at:
www.uteng.org/advancedlms

BENEFITS TO YOU

- Greatly reduce costs and delivery processes of all services including support operations
- Improve quality and safety
- Avoid improvements from becoming a major “project” and time away from work
- Create a positive culture for lean thinking and engage ALL staff members within your organization to be involved in Daily Lean improvements.



MEET YOUR INSTRUCTOR

**Michael Baratz, System VP-Operations Excellence
Baylor Scott & White Health**

Specialties: Lean in Healthcare, Kaizens, Toyota Production System (TPS), Lean Manufacturing, Change Management, Shop Floor Mgmt, Operational Excellence, 5S, Value Stream Mapping, A3 Problem Solving, Quality Control, Supplier Development & Performance Mgmt, Continual Improvement, Change Mgmt, Mfg Cost Reduction Initiatives, Hoshin, Process Mapping, Project Mgmt

“ Lean Management Systems significantly changed how I work with my team to improve care and outcomes. The skill of creating daily accountability within the organization tied quality and Lean tools together to create real time improvements! ”

- C.D., System Chief Nursing Executive

BUILDING ADVANCED **LEAN MANAGEMENT SYSTEMS** FOR HEALTHCARE IS AN INTENSIVE THREE (3) DAY PROGRAM FOR HEALTHCARE LEADERS.

The Scott & White system counted 2,000 implemented ideas for improvement from employees per week from their 16,000 employees, in an environment that included recent budget and staff cuts. How many ideas were implemented by your staff in the past week? Why?

The program combines Lean theory, case studies and hands-on exercises. By the time you complete your post-course gemba walks, you will be able to build LMS in your own areas and help others to do the same.

This program can be tailored for your organization and delivered at your location.

AGENDA

DAY ONE:

CHANGE THE WAY YOU MANAGE (with simulation)

- Moving from managing to leading; Shifting the way we lead
- Building LMS Systems:
 - Visual Controls: hands-on practice and exercises

DAY TWO:

CHANGE THE WAY YOUR TEAM PERFORMS (with simulation)

- Building LMS Systems:
 - Daily Accountability: hands-on practice and exercises
 - Leader Standard Work: hands-on practice and exercises
 - Leader Discipline
- How to use A3 as a leader to develop your staff:
 - Hands-on exercise

DAY THREE:

PRACTICE LMS AND SEE IT IN ACTION

- The morning of this day, you will tour a local “best practice” facility, Hospital-BSWH in Round Rock.
- See huddle board through the all levels of the organization
- Hear testimonials how LMS change the way they work
- Practice LMS Leader Gemba Walking (absence presence)
- Layered audit process: hands-on practice and exercises
- 100-day Action Plan: present to class

CONTACT US FOR A QUOTE:

Eric Roe | epd@engr.utexas.edu

THE FOUR PARTS OF A LEAN MANAGEMENT SYSTEM (LMS)



1. Leader Standard Work

- Shows when leader is available for C.I.
- Maintains Visuals and Accountability process
- Monitors recently implemented improvements



2. Visual Controls

- Focuses on the process
- Make wastes, problems, and delays stick out



3. Daily Accountability Process

- Converts gaps on Visuals to Ideas/Actions
- Eliminates root causes
- Links vision to action to improve processes



4. Leadership Discipline

- Causes daily attention to system
- Promotes and sustains improvements, stability and accountability.



OBSERVE FROM A LEADER'S PERSPECTIVE



You will learn to see the **absence** and **presence** of a basic Lean Management System starting in the first few moments of the course by observing a fast-transforming department (the simulated Lego ED from your pre-requisite *Lean for Healthcare* course), this time from a leader's perspective.

REAL SUCCESS & RESULTS

- Access: Appointment with specialty clinic from five to two days.
- Reduced re-collected lab samples from 5.4% to 3.4%
- Reduced No Call/No Shows in outpatient therapy from 13% to 3.2%
- Nurse Triage Line calls answered by person (not machine) from 20% to 50%
- Observations of hand hygiene compliance were lower than expected; volunteers were recruited and hand hygiene compliance increased to 99%
- Reduced <30-day reschedules in GI dept from 27 to 4

*Note: Images are from our Lego simulation in the pre-requisite Lean for Healthcare course. Participants in the advanced course will simply observe the simulation from a top level perspective.



www.uteng.org/advancedlms

WHO SHOULD ATTEND THIS PROGRAM:

Director or mid-level managers in the healthcare industry with at least one direct report.

PRE-REQUISITES:

The University of Texas at Austin: Lean for Healthcare course, or similar content and length Lean course based on Toyota Production System

SPACE IS LIMITED, REGISTER TODAY!

Please register online at www.uteng.org/advancedlms or contact Lauren Salinas, our Program Coordinator via email: lauren.salinas@austin.utexas.edu or call: 512.232.5199.

PROGRAM DETAILS

DATE & TIME

June 5 - 8, 2017
8:00 am - 4:30 pm

LOCATION

Commons Learning Center
The University of Texas at Austin
10100 Burnet Road
Austin, TX 78758

\$2,750

EARLY REGISTRATION

(On or before May5, 2017)

\$3,000

REGISTRATION

10% off

GROUP DISCOUNTS

Save an additional 10% discount when signing up groups of 3 or more people.

FEE INCLUDES:

Course tuition, instructional materials, CD of all materials and forms, continental breakfast, lunch and breaks each day.



PROFESSIONAL DEVELOPMENT



ABOUT TEXAS ENGINEERING EXECUTIVE EDUCATION

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CUSTOM ON-SITE COURSES

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