



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



LEAN HEALTHCARE 101

PROFESSIONAL DEVELOPMENT PROGRAM



LEARN AND APPLY **LEAN THINKING** FOR HEALTHCARE ORGANIZATIONS.

March 21 - 24, 2017
8:00 am - 5:00 pm



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

BENEFITS TO YOU

- Greatly reduces costs without significant headcount reductions
- Improve access and waiting time
- Improve quality and safety
- Improve patient and employee satisfaction
- Creates a culture of continuous improvement, including root-cause problem solving



MEET YOUR INSTRUCTOR

Steve Hoeft, BSIE, BSOR, MBA, PMP
Lean Six Sigma Master Coach and Author

As the Chief of Operations Excellence for Baylor Scott & White Health, Steve Hoeft has over 20 years of applied Lean experience; nearly a decade as coach to 30+ leading health systems. He is the developer and instructor for award-winning University-based Lean course series and author of the award-winning book, "Stories from My Sensei."

“ Steve is a real sensei. His presentations captivate students. His enthusiasm is contagious... He can guide the organization through the journey to build a real system. You will enjoy Steve's stories that will bring the house to life. ”

- Jeffrey K. Liker, professor and author of *The Toyota Way*

AN EXPERIENCED LEAN
SENSEI WILL LEAD THIS
FOUR (4) FULL DAY
LEAN HEALTHCARE
DEVELOPMENT PROGRAM.

The renowned Toyota Production System (TPS) methodology demonstrates how to apply lean concepts and tools to healthcare organizations including hospitals, physician practices, nursing homes, clinics, laboratories, equipment providers, and administrative and other healthcare services.

You will learn over 20 tools unique to lean transformations including value stream mapping (VSM), standardized work and A3 problem solving that will be demonstrated using case studies and exercises – all designed to ensure that you own the skills when you complete the program.

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

AGENDA

DAY ONE: LEAN HEALTHCARE OVERVIEW WITH ED SIMULATION

- Overview of Lean systems for healthcare
- Toyota House Model; Culture of Continuous Improvement; the Philosophy
- Hands-on Emergency Department (ED) simulation exercise
- Foundation Lean tools and exercises

DAY TWO: SUPPORTING LEAN TOOLS FOR HEALTHCARE APPLICATIONS WITH ED SIMULATION

- Continue hands-on ED Simulation exercise
- Just-in-Time Lean tools and exercises
- Built-in-Quality Lean tools

DAY THREE: BIG PICTURE LEAN AND VALUE STREAM MAPPING FOR HEALTHCARE

- Introduction to Value Stream Mapping (VSM), Hoshin Kanri (Strategy Deployment, Lean Projects and Daily Lean)
- Hands-on practice: Scoping, Project Setup, Current, Ideal and Future State Mapping and VSM group exercise

DAY FOUR: A3 PROBLEM SOLVING AND LEADERSHIP

- Overview of Lean problem solving methods
- A3 problem solving lecture and group exercise
- Lean leadership, change management and 100-day action plan for tailored organizational implementation

HANDS-ON LEARNING SIMULATION



COMBINING WORLD-CLASS LEAN EXPERTISE WITH AN INTERACTIVE HANDS-ON EXPERIENCE!

You will fix organizational flow through our simulated Emergency Department using Lean principles discussed in the first two days of this course. The simulation focuses on patients and customers as they flow in and out. Doctors diagnose and treat the patients, but they keep piling up outside exam rooms, similar to a high demand, busy day in other non-manufacturing organizations. Consumers and results get bogged down in the system. After four rounds, your department starts to flow after applying new Lean concepts. You will learn the basics of flow, pull, 5S, standard work, problem solving, workload balancing, cross-training and many other tools. This simulation is a fun, hands-on way for you to learn Lean principles for your own organization.



www.uteng.org/leanhealthcare

WHO SHOULD ATTEND THIS PROGRAM:

Healthcare leaders | Physicians | Nurses | Clinical staff | Hospital and office administrative staff | Laboratory staff | Support services leaders and staff | Pharmaceutical staff | Management engineers | Medical equipment company staff | Insurance company staff | Supply chain staff | Others desiring to learn and apply Lean in healthcare and other non-manufacturing organizations

SPACE IS LIMITED, REGISTER TODAY!

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

PROGRAM DETAILS

DATE & TIME

March 21- 24, 2017
8:00 am - 5:00 pm

LOCATION

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

\$2,500

EARLY REGISTRATION

(On or before Jan. 21, 2017)

\$2,750

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, continental breakfast, lunch and refreshments each day.

 **TEXAS** Engineering

PROFESSIONAL DEVELOPMENT



ABOUT TEXAS ENGINEERING EXECUTIVE EDUCATION

The University of Texas at Austin's Cockrell School of Engineering is one of the Top 10 distinguished engineering schools in the country. Our professional development courses provide working professionals with immediately applicable real-world knowledge. These programs increase your opportunities for career advancement and make you more competitive in an increasingly challenging job

www.uteng.org/epd

CUSTOM ON-SITE COURSES

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