As the demands of health reform drive change in all areas of healthcare delivery, hospital leaders are transforming their organizations through strategies that simultaneously increase revenue and sharply reduce costs. Lean principles offer leaders a management system and methodology that eliminates road blocks and allows hospitals to improve the quality of care for patients by engaging employees in reducing errors and waiting times. It is a systematic approach to reducing costs and risks, while simultaneously setting the stage for growth and expansion.

This two-session program will explain the value of applying Lean principles and methodology to improve healthcare—by providing examples of specific benefits that accrue when the people that actually do the work look at the details of processes and fix things where the work is done. Starting with a basic definition of Lean concepts and management methods, participants will learn how to define value for the patient (the customer) and eliminate common wastes in healthcare. Because one of the essential tools in applying Lean thinking is Value Stream Mapping (VSM), participants will learn how to use this technique through an interactive mapping exercise, which will have immediate “back home” application for understanding process flow and its impact on making measurable improvements.

Participants must attend both sessions, which will be presented from 9:00 a.m. to 2:00 p.m. following registration and a light breakfast at 8:30 a.m. The first

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session will provide an overview of Lean in healthcare, an in-depth look at the Lean principles, the eight wastes, as well as the application of select process improvement tools. The first session will conclude with the review of the case study used in the value stream mapping exercise.

The second session will focus on the development of the current state value stream map and a review of Lean guidelines to develop the future state. The session will conclude with the development of the future state map and the preparation of an implementation plan. The program is designed for beginners—or those with only limited understanding or experience applying Lean principles and methodology. Clinical leaders, operational managers, and administrative support staff will all benefit from learning more about this method of continuous improvement and employee engagement.

Registration

$279 per Acute Care hospital member attendee (total cost for both sessions).

$309 per CHA Other member attendee (total cost for both sessions).

Accreditation

Connecticut Hospital Association-CHA is an Approved Provider of Continuing Nursing Education by the Northeast MultiState Division, an Accredited Approver by the American Nurses Credentialing Center’s Commission on Accreditation (8.5 Contact Hours).

This program is pending approval of ACHE Qualified Education credit toward advancement or recertification in the American College of Healthcare Executives.

This Activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint sponsorship of The John D. Thompson Hospice Institute for Education, Training and Research, Inc. and The Connecticut Hospital Association. The John D. Thompson Hospice Institute for Education, Training and Research, Inc. is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. The John D. Thompson Hospice Institute for Education, Training and Research, Inc. is pending designation of this educational activity for AMA PRA Category 1 Credits™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

DISCLOSURE: The speaker and the members of the Planning Committee do not have any commercial or financial interest which would bias the presentation.

This program is administered through CHA’s education affiliate.

For additional information, contact CHA Education Services at 203-294-7263 or educationservices@chime.org.