

# Lean Application Series

Using Lean to Improve Health Care

March 29 | May 10 | June 28

Foxboro Conference Center, Johnston



**IHC**  
*Iowa Healthcare Collaborative*

A Partnership for Quality, Patient Safety & Value

# Lean Application Series

March 29 | May 10 | June 28

## Series Overview

This three-session series is designed to equip health care providers to address problems common in their institutions today using Lean manufacturing techniques. The series extends over a three month span focusing on four problems common in health care today: wait times in the emergency department (ED); patient flow; transitions of care; and medication reconciliation. Each participant will work with other facilities addressing the same issues, spreading ideas and best practice. Lessons learned will be presented to all in the final session. Participants in this series will develop skills in using Lean as they address real time problems and bring value back to their institution.

## Learning Session 1 — March 29, 2011

- 8:00 am Pre-Conference Session: Intro to Lean 101
- 8:30 am Registration/Continental Breakfast
- 9:00 am Welcome
- 9:10 am Getting Started
- 9:45 am Emergency Department Wait Times
- 11:00 am Break
- 11:10 am Improving Patient Flow
- 12:15 am Lunch *(included)*
- 1:00 pm Improving Transitions in Health Care
- 1:50 pm Break
- 2:00 pm Using Lean to Address Medication Reconciliation
- 2:50 pm Project Development and Next Steps
- 4:00 pm Adjourn

## Objectives —

- Describe the philosophy of Lean and its application to today's health care problems.
- Identify and apply Lean tools to improve wait times in the ED, patient flow, transitions of care and medication reconciliation.
- Develop a strategy and implementation plan for their setting.

## Learning Session 2 — May 10, 2011

- 8:30 am Registration/Continental Breakfast
- 9:00 am Welcome
- 9:10 am Getting Started....Again
- 9:30 am Emergency Department Wait Times
- 10:30 am Break
- 10:40 am Improving Patient Flow
- 11:45 am Lunch *(included)*
- 12:30 pm Improving Transitions in Health Care
- 1:30 pm Medication Reconciliation
- 2:30 pm Break
- 2:40 pm Considering Culture, Sustainability and Value
- 4:00 pm Adjourn

## Objectives —

- Discuss participants' experiences in deployment of improvement projects at their institutions.
- Review lessons learned in improving wait time, patient flow, transitions and medication reconciliation.
- Discuss culture change and sustainability of process improvement initiatives.
- Explore the techniques and challenges of tracking value and return on investment.

## Community Partners



Wellmark Blue Cross and Blue Shield is an Independent Licensee of the Blue Cross and Blue Shield Association.



## Learning Session 3 — June 28, 2011

|          |   |
|----------|---|
| 8:30 am  | Registration/Continental Breakfast                  |
| 9:00 am  | Welcome and Discussion                              |
| 9:30 am  | Participant Presentations                           |
| 10:45 am | Break   |
| 11:00 am | Participant Presentations                           |
| 12:00 pm | Lunch ( <i>included</i> )                           |
| 12:45 pm | Participant Presentations                           |
| 1:45 pm  | Break   |
| 2:00 pm  | Final Thoughts on Culture, Sustainability and Value |
| 4:00 pm  | Adjourn   |

### Objectives —

- Review lessons learned from participating organizations' projects.
- Discuss the value of projects in terms of improved efficiency and dollars saved.
- Discuss sustainability strategies and next steps for participant organizations.

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### Faculty

**Dean Bliss** is a senior Lean health care coach for the Altarum Institute in Ann Arbor, MI. He assists health care organizations in learning and applying continuous improvement activities and philosophy. Bliss is an original member of the Iowa Healthcare Collaborative's Lean workgroup, which has conducted statewide Lean health care conferences and Lean learning opportunities since 2005. He is committed to improving health care by using his rich 25 years of Lean experience at Rockwell Collins, an aerospace and communications electronics company. Bliss has a bachelor's degree from Iowa State University.

### Intended Audience

Physicians, nurses, quality improvement coordinators, senior administrators and infection control practitioners.

### Program Location

Foxboro Conference Center  
6165 NW 86th Street  
Johnston

### Program Lodging

Stoney Creek Inn  
5291 Stoney Creek Court, Johnston  
Phone: 800.659.2220  
\$89.00 plus tax  
The IHC room block expires three weeks prior to each program.

### Continuing Education

- Nursing CEUs will be awarded for each session by IHA Iowa Board of Nursing provider #4. 0.69 CEUs for Session 1, 0.69 CEUs for Session 2 and 0.63 CEUs for session 3.
- CPHQ credit hours have been applied for through the National Association of Healthcare Quality.

**NOTE:** To receive CEUs or a certificate of attendance, you are required to attend the entire conference. No partial credit will be granted.

### Conference Information

Handouts will be available on the IHC Web site. A direct link to access these will be e-mailed to you one week prior to the conference. Copies of the handouts will not be distributed at the conference.

### Cancellation/Refund Policy

- Substitutions welcome anytime via fax or e-mail.
- A full refund will be given to all cancellations received 10 or more business days **prior to the first program.**
- A \$20 administration fee will be charged to all cancellations received six to nine business days **prior to the first program.**
- No refunds for cancellations received five or fewer business days **prior to the first program.**
- Refunds are calculated by the date received and the IHC business days remaining prior to the program.
- IHC reserves the right to cancel the program due to insufficient enrollment in which case pre-registered participants will be notified and full refunds provided.
- All cancellations and substitution requests must be sent to Crystal Peters by e-mail (petersc@ihaonline.org) or faxed to 515.698.5131.

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## Three Ways to Register

Online: [www.ihconline.org](http://www.ihconline.org)

Fax: 515.698.5131 or 515.283.9366

Mail: IHC, 100 East Grand, Suite 360  
Des Moines, IA 50309

Last Name \_\_\_\_\_ First Name \_\_\_\_\_

Nickname (to appear on badge) \_\_\_\_\_ Title \_\_\_\_\_

Organization Name \_\_\_\_\_

Organization Address \_\_\_\_\_

City \_\_\_\_\_ State/Zip \_\_\_\_\_

Telephone No. (\_\_\_\_\_) \_\_\_\_\_ Fax No. (\_\_\_\_\_) \_\_\_\_\_

E-mail Address (required to receive confirmation) \_\_\_\_\_

I would like a vegetarian meal

## Conference Series Fee

Individual \$225

Registration deadline March 22, 2011

For IHC Office Use Only

#850-5130-7006

Date Received \_\_\_\_\_ Program Fee Amount \$ \_\_\_\_\_

Check # \_\_\_\_\_ Check Total \$ \_\_\_\_\_

Organization

Personal

## Registration

- Registration fee includes all three sessions. There is not a discount for those who cannot attend all three sessions.
- When registering by mail or fax, attach a copy of the registration form when payment is sent.

## Payment Information

Check (payable to IHC)

Bill my institution

Credit Card

American Express

Discover

MasterCard

VISA

## Note

No refunds for cancellations received five or fewer business days **prior to the first program.**

Cardholder Name (please print) \_\_\_\_\_

Credit Card No. \_\_\_\_\_

Security Code (the last three or four numbers on the back of the card) \_\_\_\_\_

Expiration Date \_\_\_\_\_ Cardholder's Phone No. (\_\_\_\_\_) \_\_\_\_\_

Cardholder Signature \_\_\_\_\_

## ADA Policy

IHC does not discriminate in its educational programs on the basis of race, religion, color, sex or handicap. IHC wishes to ensure no individual with a disability is excluded, denied services or segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services. If you need any of the auxiliary aids or services identified in the Americans with Disabilities Act in order to attend this conference, please call 515.288.1955, fax 515.283.9366 or write to the Department of Education at IHC.