

Lean Hospital Training Five-Day Workshop: Lean Leadership



Course Overview

The Lean approach to continuous improvement is a bottom-up approach that needs Management engagement. Your Lean improvement projects and your employee Kaizen engagement will be driven and managed by your Leadership Team, and everyone needs to be moving in the same direction. Everyone needs to be trained in Lean.

Who Should Participate?

Every member of the hospital leadership team needs to achieve understanding and hands-on experience in Lean. We recommend:

- Clinical Directors
- Clinical Support Services Directors
- Clinical Managers
- Clinical Support Services Managers
- Administrators
- Associate Administrators
- Vice Presidents
- CEO, CNO, CMO, CFO

Why Take This Course?

Lean is not a bottom-up improvement strategy, although eventually everyone needs to be involved. Your hospital's success in this essential cultural change will be determined largely by the enthusiasm, knowledge and deep experience of your leadership team, from the CEO to your managers and supervisors. This conversion won't be quick and easy. It will take continual reinforcement, follow-up and experience. It's not only about learning how to apply the Lean toolset. More importantly, Lean success is about working with people, developing their ability to analyze and solve problems, and to be able to mentor staff development. The *Lean Leadership Workshop* is the best way to kick-start this evolution for your Leadership team. It is virtually impossible to emerge from this five-day intensive experience with a high level of excitement and enthusiasm, and a clear vision of the Lean Hospital Roadmap.



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What You Will Learn

The purpose of this week-long workshop is to train the leadership team in the concepts of Lean, in a guided and hands-on environment. A group of 8 to 16 upper-level managers work together in small teams, learning and then applying the basic concepts of Lean on actual hospital projects. By the end of the workshop, the leaders will understand and guide the Kaizen transformation within their departments and with multi-disciplinary teams.

Agenda

Day 1

- **AM: Training Session.** Lean 101 and Kaizen Leader Training. Form teams, identify initial opportunities for improvement, develop PM plans.
- **PM: Kaizen Session.** Teams conduct initial projects following the Kaizen model. Teams prepare presentation for next AM.

Day 2

- **AM: Training Session.** Teams report prior day's progress. 7S and visual management. Teams will identify 7S opportunities for improvement, develop PM plans.
- **PM: Kaizen Session.** Teams conduct 7S projects following the Kaizen model, and prepare presentation for next AM.

Day 3

- **AM: Training session.** Teams report prior day's progress. Standard Work and Q&E Kaizen. Identify standardization opportunities for improvement and develop PM plans.
- **PM: Kaizen Session.** Teams conduct Standardization projects following the Kaizen model. Teams prepare presentation for next AM.

Day 4

- **AM: Training session.** Teams report prior day's progress. Train in Value Stream Mapping (VSM).
- **PM: Kaizen session.** Whole class develops a Current State VSM. Brainstorming session.

Day 5

- **AM: Kaizen session.** Conclude brainstorming session. Develop Future State VSM. Document opportunities for improvement.
- **PM:** Develop and deliver report-out presentation.

