



## Process Improvement in Healthcare (12 hours)

*Beyond Lean: Reducing Costs and Increasing Revenue*

In an environment filled with technological, regulatory and administrative change, hospitals and practices must serve significantly more patients while accepting lower reimbursement. It is a “business” model that would not work for most businesses.

Fortunately, you can do more with less without sacrificing patient care. The solution lies in a healthcare-specific methodology that leverages the best elements from CQI, Lean, Six Sigma and RPI.

This seminar will equip you with the tools and techniques you need to better understand your processes and implement lasting solutions.

### Learning Objectives

- Establish workflow gaps/opportunities
- Document workflows in a meaningful, usable manner
- Define expected value for your workflows and identify ways to improve value delivery
- Identify opportunities to improve workflow efficiency

### Course Outline

1. The process improvement imperative
  - a. CQI vs. Lean vs. Six Sigma vs. RPI®
  - b. MEDIC Methodology
  - c. Problem/opportunity identification
2. Optimizing the Flow of Services
  - a. Systems Mapping vs. Process Mapping
  - b. Evaluating key relationships across the organization
  - c. Process Mapping Overview
  - d. Increasing Efficiency: Waste vs. Value Analysis
  - e. Identifying process measures
3. Process Improvement & Innovation
  - a. From “As Is” to “Should Be” to “Could Be”
  - b. Cause & Effect Analysis
  - c. Evaluating alternatives
  - d. Innovation: The Five Max Method
4. Strategic Innovation
  - a. What differentiates your organization?
  - b. Value Analysis
  - c. Creative Thinking
  - d. Leveraging Processes for Strategic Advantage
  - e. Kano Model and patient satisfaction

### **Who Should Attend**

- VP or Director of Operations
- Administrator
- Director of Nursing
- Manager of any specialty care department
- Chief HR Officer or Director of Organizational Development
- VP or Director of Quality
- Lean or Quality professional
- Leader or member of a process or quality improvement team
- Director or manager whose department needs to serve more patients with existing resources

in partnership with:

