



LEADING with
Lean in Healthcare

EXECUTIVE SEMINAR

PLUS

**Creating a Lean Culture
Workshop with David Mann**
October 15, 2009

Rather than focus on results alone and “getting things done,” Lean managers place equal or greater emphasis on process. But most how-to books provide little guidance in this area, leaving managers to wonder, “What does that mean? How do I actually do it?”

This hands-on workshop addresses these questions by providing a concise, behavior-based model with specific steps and tools. The workshop will move briskly between brief presentations and hands-on tasks. Participants will leave with working prototypes of everyday tools for a comprehensive Lean management system.

With **David Mann**, Shingo award-winning prize author of “Creating a Lean Culture: Tools to Sustain a Lean Conversion”

Space is limited.

Register early and save!

Oct. 14, 2009 | Baltimore, Maryland

Why settle for incremental improvement? Healthcare institutions are using Lean throughout their organization to achieve breakthrough results!

- ▶ Hospital uses Lean design to consolidate lab layout, recovers 500 sq. ft. of floor space, frees 5.5 FTEs for other assignments, reduces turnaround time by over 50% and increases testing volumes for both inpatients and outpatients by over 7%.*
- ▶ Hospital uses Lean in Pharmacy to improve productivity, free up 25% of workspace and save \$250,00 in standing inventory.*
- ▶ Lean gains in a hospital laboratory improve turnaround times by over 40%, allow ED to see more patients and reduce space requirements, eliminating the need to move to larger quarters.*

You too can achieve dramatic, sustainable gains!

Join us for an intensive, information-packed session and see how!

Final Registration Deadline September 23, 2009

Leading with Lean in Healthcare

The additional space, staff, and resources you need may already exist within your organization. Lean can help you find them.

Take a look around your facility. You'll see countless opportunities to save wasteful steps, better organize your supplies and put equipment within easier reach. But which changes would be cosmetic, and which ones would make a meaningful difference?

There is a proven methodology to effectively address these issues — a systematic way to determine which change will streamline your workflow, eliminate waste, and enable you to deliver better value. That proven methodology is Lean.

Lean is doing more with less. It is the methodical approach to eliminating wasted effort and lost revenue in your healthcare operations while boosting quality, decreasing turnaround times, reducing costs, and improving patient care and employee satisfaction.

Join us to see how you can drive innovation and achieve optimum performance.

Who should attend?

This forum is specifically designed for senior healthcare executives such as:

- Chief Executive Officers
- Chief Operating Officers
- Chief Financial Officers
- Vice President of Ancillary Services
- Directors of OR, ED, Pharmacy and Laboratory Services

Many organizations attend this seminar as a team. Team participation maximizes the learning experience, helps forge a group commitment to organizational objectives and increases your ability to bring about positive change.

agenda

7:30 am Registration and Continental Breakfast

8:00 am Welcome

A brief overview on the state of healthcare and the tremendous performance gains hospitals are achieving by applying the lessons learned from high-performance organizations.

8:15 am Lean Improves Patient Care

Case Study: Methodist University Hospital

When the OR at Methodist was faced with the challenge of both improving the quality of patient care outcomes, and to improving efficiency and productivity, Lean methodologies were identified as the right tools for the job. Dr. Fleming will share how they got started with Lean in the OR and the astounding results achieved, including increased staff and physician satisfaction, annual inventory savings of \$250,000 and faster turnaround times.



Martin D. Fleming, M.D., FACS

Medical Director, OR, Surgical Oncologist
Methodist University Hospital, Memphis, Tennessee

9:00 am A Brave Lean World

A review of Lean basics, including background and core concepts. Mr. Lefteroff will share examples that illustrate the benefits of Lean for patient care, employees, physicians, and healthcare organizations.



Lewis Lefteroff, MSIE

Lean Tool Master and Six Sigma Black Belt
Senior Consultant, ValuMetrix® Services
Ortho Clinical Diagnostics

10:00 am Break

10:15 am A Brave Lean World *continues*

11:15 am Video: "Introduction to Continuous Improvement & Lean Principles"

This video highlights waste in a process in the before condition (pre-Lean) and the target condition (post-Lean). It helps you to see with new eyes and to identify with the process of continuous improvement.

11:45 am Lunch

12:45 pm **A Taste of Lean**

Hands-on exercise, explores the Lean principles of workflow, standard work, cross-training, and design excellence.

1:15 pm **Leading with Lean**
Case Study: Beth Israel Medical Center

Faced with the expense to update their automated track, Beth Israel used Lean in the lab to gain efficiency and eliminate the need for a new track system. Dr. Luhan will discuss how the laboratory implemented Lean practices and achieved dramatic improvements in turnaround time, increased capacity, realized significant labor savings and freed up significant space. She will share details on results achieved, lessons learned and what Beth Israel is doing to maintain the gains.

Patricia Luhan, Ph.D., Executive Director, Pathology and Laboratory Medicine, Beth Israel Medical Center, New York, NY

2:00 pm **Lean at Work**
Case Study: Riverside Medical Center

Riverside Medical Center made its debut on Thomson Healthcare's 100 Top Hospitals[®]. The award recognizes hospitals that have achieved excellence in clinical outcomes, patient safety, financial performance, and efficiency. Ms. Warren will share why Lean at Riverside, how their journey began in 2006, project specifics, results, and how Lean is an integral part of the Riverside culture.

Lori Warren, Pharmacy Operations Manager
Riverside Medical Center, Kankakee, Illinois

2:45 pm **Break**

3:00 pm **Q&A Panel**

An opportunity to raise questions and benefit from the perspective of our featured speakers and Lean expert, Lewis Lefteroff.

4:15 pm **Wrap-up / Adjourn**

Creating a Lean Culture: A Lean Management Workshop

Baltimore, Maryland

Thursday, October 15, 2009

8:00 am - 4:00 pm

Instructor **David Mann**

Rather than focus on results alone and "getting things done," Lean managers place equal or greater emphasis on process. But most how-to books provide little guidance in this area, leaving managers to wonder, "What does that mean? How do I actually do it?"

This hands-on workshop addresses these questions through a concise, behavior-based model, specific steps, and tools: a lean management system. Lean management along with the process changes of lean implementation leads to a dramatically different culture - a lean culture - and strengthens integration of the "hard" and "soft" sides of lean for sustained success. The workshop moves briskly between brief presentations alternating with hands-on tasks to create working prototypes of the everyday tools of lean management.

Participants will leave with working prototypes of everyday tools for a comprehensive Lean management system.

The agenda for this one-day workshop includes:

1. Lean principles
2. Process focus for improvement
3. Lean management for process focus
4. Meet Handy Cabinets: Scenario analysis
5. Visual controls, with prototype creating
6. Standard accountability for improvement, with prototype creation
7. Leader standard work, with prototype creation
8. The leadership challenge



Instructor **David Mann**

*David Mann is the author of **Creating a Lean Culture: Tools to sustain lean conversions**. The book was awarded the Shingo Prize in 2006, is in its eighth printing, and is being translated into Chinese, Russian, and Thai.*

During his 21-year career with Steelcase, Mann derived and applied the concepts of a lean management system. In his service with the company, he supported 40+ lean value stream transformations, and led an internal consulting team that completed over 100 successful office and product development lean business process conversions.

Mann's consulting and training experience includes lean transformation in manufacturing, enterprise business processes, and healthcare organizations as well as frequent training and speaking engagements on lean management.

He is an adjunct faculty member in the Operations Management program at the Fisher College of Business, Ohio State University and OSU's Center for Operational Excellence and Masters of Business in Operational Excellence. Mann serves as a Shingo Prize board examiner and on the Lean Transformation Advisory Board for St. Mary's Healthcare in Grand Rapids, Michigan. He is a frequent contributor to and member of the editorial board of the Association for Manufacturing Excellence's publication Target, and also serves on the board of AME's Great Lakes Region.

Mann is an organizational psychologist. He earned his Ph.D. at the University of Michigan in 1976.

venue

Hilton Baltimore
401 W. Pratt Street
Baltimore, MD 21201
1-443-573-8700

The Hilton Baltimore hotel lies in the exciting Inner Harbor district downtown. The hotel is within walking distance to many of Baltimore's leading tourist attractions and destinations including: Baltimore's Inner Harbor, Harborplace and The Gallery, Oriole's Baseball at Camden Yards, the National Aquarium in Baltimore, shopping, fine dining, and theater.

Area Airports:

Baltimore/Washington International (10 miles)

Taxi: \$25 USD

Driving Directions (15 minutes) Take I-195 W to I-295 N to Baltimore. I-295 becomes Russell St. Turn right on Pratt St.

Washington National Airport (41 miles)

Taxi: \$140

Driving Directions (50 minutes): Take I-95N to Baltimore. Take Exit 53, I-395N downtown. Follow 4 lights to Lombard St.; make left. Go 1 block, make left onto Eutaw St. Go 1 block, turn right onto Pratt St.

Hotel Parking:

\$36/day valet

\$26/day self-park

Other Transportation:

Train Station

Amtrak Train Station (2.6 miles)

Hotel Reservations

A limited number of rooms have been reserved at the Baltimore Hilton. A *special rate of \$249 will be offered until September 14, 2009.*

To receive this rate, contact the hotel directly at 1-443-573-8700. Ask for the Ortho Clinical Diagnostics rate. The rooms are held for the nights of October 13-15, with the sessions on October 14-15. Rooms are available on a first-come, first-serve basis.

General Information

Cancellation Policy: Cancellations made less than 5 business days prior to the program start date are subject to a \$150 cancellation fee.

Contact: Mary Lombard, Registration Coordinator
1-732-648-1184 | Email: mlombar@its.jnj.com

REGISTRATION FORM

Baltimore, Maryland • October 2009

Registration Fees

Registration fee includes session materials, continental breakfast and lunch.

Leading with Lean

Wed., October 14
8:00 am – 4:30 pm

Early Bird Registration 40% Discount

Before September 1st
Register by September 1st and receive 40% off standard registration
\$354 per person

Standard Registration \$590 per person

ValuMetrix® University

Creating A Lean Culture
Workshop with David Mann
Thurs., October 15
8:00 am – 4:00 pm

Registration Fee \$590 per person

SPECIAL PRICES WHEN YOU REGISTER FOR BOTH SESSIONS

Early Bird Discount Package

Register before September 1st for both the Leading with Lean seminar and Creating a Lean Culture workshop and save!

\$735 per person

Standard Package Registration

\$995 per person

Final Registration Deadline Sept. 23, 2009

Space is limited.
Register early and save!

Act Now! Registrations accepted in the order received. Space is limited.
Please print in ink or type (copy form for additional registrants)

REGISTRANT 1

Name _____

Title _____

Organization _____

Street Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

e-mail _____

REGISTRANT 2

Name _____

Title _____

Organization _____

Street Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

e-mail _____

Seminar Only (Oct. 14)

Registration Category	Quantity	Rate	Extended
Early Bird Registration (before Sept. 1)		x \$ 354 =	
Standard Registration		x \$ 590 =	
Subtotal:			

ValuMetrix® University: Creating a Lean Culture Workshop Only (Oct. 15)

Registration Category	Quantity	Rate	Extended
Standard Registration		x \$ 590 =	
Subtotal:			

Seminar & Workshop Package (Oct. 14-15)

Registration Category	Quantity	Rate	Extended
Early Bird Discount Package		x \$ 735 =	
Standard Package Registration		x \$ 995 =	
Subtotal:			

Total Payment Enclosed: _____

Payment

- Check: Mail payment to: Ortho-Clinical Diagnostics, Inc.
9706 Royal Colony Drive, Waxhaw, NC 28173
Attention: Mary Lombard
- Credit Card: To pay by credit card please enroll online: visit ValuMetrixEvents.com
- Please invoice institution. Purchase Order #: _____

Fax to 832-747-6790