



The New Hampshire Manufacturing Extension Partnership

Presents

LHC 101: Principles of Lean Healthcare

A full-day interactive workshop featuring the Time Wise® Suite of Products

Date:
November 9, 2009

Time:
8:00 am - 4:00 pm

Sign-In:
7:30 am

Location:
Concord, NH

Cost per participant:
\$395 per attendee

Continental breakfast and lunch will be provided.

Advance registration is required.

Co-Sponsors:
• Time Wise Management Systems

For more information:
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Learn more about
NH MEP at:
www.nhmep.org

Learn How to Apply Lean Methods by Participating in a Hands-on Emergency Department Simulation

LHC 101 is a one-day simulation workshop structured as “a day in the Emergency Department” (ED). Using a performance-based simulated healthcare environment, our experts will bring your team from a traditional operation to a Lean enterprise, eliminating non-valued added activities and increasing productivity and profitability, allowing you to **improve your bottom line** and gain a competitive edge in the marketplace.

Workshop Overview:

The simulation portion of the day is a mock emergency department with more than a dozen stations including exam rooms, triage, admitting, labs, radiology, supply areas and medical records area. Participants learn by performing a series of rapid learning cycles, where they will discover how to identify and remove waste from each process step and reduce wait times to dramatically improve work flow and patient safety.

Participants will learn proven continuous improvement methods such as:

- Visual Signals
- Materials Management
- Standardization
- Load-leveling
- Mistake Proofing
- Visualizing the Value Stream

Key Benefits:

- Improve patient safety and satisfaction
- Improve quality
- Reduce variances
- Serve more patients with existing staff
- Improve staff morale
- Reduce operational expenses
- Increase productivity
- Reinforce participants’ team-building and problem-solving skills

Course Objectives:

Lean principles focus on creating greater efficiencies by implementing value-added activities to minimize waste. The simulation epitomizes the procedures and decisions that are typical in a variety of healthcare settings. The techniques used to transform the mock ED into a well-run operation are universal and can be applied throughout the entire hospital or clinical environment.

Participants work together by undertaking various roles in the hospital and addressing issues such as long patient waiting times, excessive paperwork, duplicative processes and long distances between operations which contribute to bottlenecks and inefficiencies. Teams implement Lean improvements by physically manipulating the simulation and applying Lean methods to reduce inefficiencies that optimize work flow, productivity and quality.



Register online at www.nhmep.org and click on “Upcoming Events” or call New Hampshire MEP at 603-226-3200



Sign Up Now - Seats are Limited
--Dress is Casual--