

# 1 DAY COURSE: WITH INTERNATIONAL LEAN COACH LEADING LEAN IN HEALTHCARE - LEAN BASICS FOR MANAGERS



**15 NOVEMBER 2011** MELBOURNE, VIC  
**17 NOVEMBER 2011** BRISBANE, QLD

## BACKGROUND

In this course the key techniques, philosophies, and management system that comprise a lean approach in healthcare will be discussed. Successful lean healthcare efforts result in measurable improvements in patient outcomes: improved quality, less harm due to preventable errors, better access, shorter waiting times, and better service. These benefits come from creating "win-win-win" solutions that improve the work life for medical providers and hospital staff, improve processes to prevent systemic errors, and reduce waste so that hospital personnel can spend more time on and focus more on patient care. The hospital or healthcare organization benefits in a long-term perspective due to reduced capital costs and operational expenditures, growth opportunities created by freed-up capacity, and an improved reputation that results from better quality and service.

## COURSE OUTLINE

- > Where does "lean" come from?
- > Be able to articulate, for your healthcare colleagues, where the term "lean" and the core concepts come from
- > How does a methodology with roots in the automotive industry possibly apply to healthcare?
- > How would we measure success with our lean efforts?
- > Examples and results from the world's leading lean hospitals

## AUDIENCE

- > Healthcare middle and senior managers, project managers, front-line clinical or professional staff, physicians, and senior leaders who want an understanding of the total scope of implementing lean in a healthcare setting
- > Individuals or teams with little to moderate experience and exposure to lean who are looking to increase their understanding;
- > Cross-functional and cross-level teams are encouraged to attend together

## FURTHER INFORMATION

Contact Change Champions & Associates

Tel: **(02) 9692 0533**

Fax: **(02) 9518 6898**

Email: [info@changechampions.com.au](mailto:info@changechampions.com.au)

**WWW.CHANGECHAMPIONS.COM.AU**

# SEAN LEWIS BSME, MSMS

## ABOUT YOUR COACH

Sean Lewis has a unique international and inter-industry perspective on Lean and process redesign. Lean, often called 'Lean Thinking', is the term used to refer to a management system which involves designing processes focused on the end customer by engaging all the staff in continuous improvement efforts. Sean has extensive experience in process improvement through his work implementing Lean Systems with hundreds of organisations and thousands of processes. He has been able to translate Lean, through examples from his own experience, to a broad range of organisations ranging from non-profit, government and healthcare to manufacturing, service, office, and academia.



Sean Lewis

After working as the Director of Lean for a Fortune 500 company, Sean founded his company, Leannovation, in 2006. He has since worked with organisations in the U.S. and in Australia ranging from 10 employees to 20,000 employees. Leannovation's primary focus has been healthcare, but recent clients also include manufacturers, city governments, architecture, and a university.

Sean has two skill sets that compliment his team-building leadership style: 1/he is an excellent creative problem solver, and 2/ he has developed his teaching skills to suit nearly any level – from the "front line" staff to the board room. Using these skills, Sean has guided organisations to develop innovative systems by utilising the creativity and expertise of the staff that do the work every day.

## COURSE SYLLABUS

Learn lean thinking concepts:

- > Defining "value" from a customer and patient perspective
- > Identifying "waste" and non-value-added activity
- > Identifying and improving "value-streams"
- > Creating better "flow" for patients and processes
- > Preventing errors and improving quality in a systematic way
- > Engaging employees in continuous improvement
- > Creating a "no-blame" improvement culture
- > Measurement for continuous improvement (improvement rate more important than outcome)
- > How to identify and prioritize lean activities?

Overview of commonly used methods, with real healthcare examples:

- > Value-Stream Mapping
- > Work and Process Observation
- > Standardized Work and Checklists
- > Visual Management
- > Layered Audits
- > Error Proofing
- > Kanban and Materials Management

# LEADING LEAN IN HEALTHCARE LEAN BASICS FOR MANAGERS

## REGISTRATION FORM

**Delegate Details** Prof/Dr/Mr/Mrs/Ms/Miss:

Surname: \_\_\_\_\_

Given Name: \_\_\_\_\_

Company/Organisation: \_\_\_\_\_

Position: \_\_\_\_\_

Address: \_\_\_\_\_

State: Postcode: \_\_\_\_\_

Country: \_\_\_\_\_

Telephone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

Email: \_\_\_\_\_

Preferred Name for Badge: \_\_\_\_\_

Special Diet: \_\_\_\_\_

## SECTION A – REGISTRATION COSTS

ALL PRICES IN AUSTRALIAN DOLLARS

**Course Times: 08:30—17:00**

**Select your location**

**Melbourne, VIC on 15 November 2011** at Cliftons, 440 Collins St Melbourne VIC  
(early bird closes 8 November 2011 for online regos/ 1 November 2011 for invoiced regos)

**Brisbane, QLD on 17 November 2011** at Cliftons, 288 Edward St, Brisbane QLD  
(early bird closes 10 November 2011 for online regos/ 3 November 2011 for invoiced regos)

**ONLINE Early Bird- Register & pay ONLINE BEFORE early bird date (see above) \$255.00 \_\_\_\_\_**

**ONLINE Standard- Register & pay ONLINE AFTER early bird date (see above) \$295.00 \_\_\_\_\_**

**INVOICE Early Bird- Register & pay ON INVOICE BEFORE early bird date (see above) \$295.00 \_\_\_\_\_**

**INVOICE Standard- Register & pay ON INVOICE AFTER early bird date (see above) \$330.00 \_\_\_\_\_**

**TOTAL AMOUNT PAYABLE (Australian Dollars) \$ \_\_\_\_\_**

# SECTION B – PAYMENT METHODS

Charmaine Weeks T/A Change Champions & Associates ABN 49 833 110 992

## 1. REGISTER ONLINE (PREFERRED)

Visit <http://www.changechampions.com.au> and scroll down the home page to the seminar of your choice and click on REGISTER. It's easy.

When you register on line, you can select your preferred payment option of:

- A) Generate an invoice that will be instantly emailed to the nominated responsible person
- B) Pay by EFT or cheque
- C) Pay online with a credit card

## 2. CREDIT CARD & FAX REGISTRATION

Cardholders Name (PLEASE PRINT) \_\_\_\_\_

MasterCard  Visa ONLY

Card No.

Expiry Date: \_\_/\_\_/\_\_ Amount to be charged: \$ \_\_\_\_\_

Cardholder's Signature: \_\_\_\_\_ Date: \_\_/\_\_/\_\_

## 3. CHEQUE/MONEY ORDER

Please make cheques/money orders for your **registration fees only** payable to:  
Change Champions & Associates

## 4. EFTPOS

Account name: Change Champions & Associates

Bank: Westpac

BSB: 032569

Account No: 196411

Ref No: LEAN (Your surname)

## 5. REQUEST AN INVOICE

Name and position title of person responsible for the payment of the invoice: \_\_\_\_\_

Email address: \_\_\_\_\_ Ph: \_\_\_\_\_

All invoices must be paid prior to the seminar.

**MAIL:** Change Champions & Associates

PO Box 668

The Junction NSW 2291

**EMAIL:** [changechampions@bigpond.com](mailto:changechampions@bigpond.com)

**Your registration will be confirmed by email.**

**\*CONDITIONS APPLY**

**You must pay on a credit card at the time you register** if claiming a discount for online registration and payment.

### Delegate Cancellation Policy

A 50% refund will be offered for cancellations received up to 28 days prior to the seminar. No refunds will be given between 0-27 days prior to the seminar but replacement delegate names are accepted. No refunds will be given for dinner cancellations 0-3 days prior to the seminar. If you have an unpaid invoice as at the first day of an event and for any reason do not attend, we will pursue payment as we will have already incurred costs on your behalf. Sorry, there are no refunds on drinks/canapé bookings, so please don't ask. Applications for cancellations and substitutions of delegates are **only accepted in writing** by email to [changechampions@bigpond.com](mailto:changechampions@bigpond.com). The cancellation policy also appears at <http://www.changechampions.com.au> on the home page under terms and conditions.

I have read and understand the conditions and delegate cancellation policy.

\_\_\_\_\_ signed \_\_\_\_/\_\_\_\_/\_\_\_\_ date