

Time Wise® LHC101: Principles of Lean Healthcare

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

LHC101 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 waste and increasing productivity and profitability, allowing you to gain a competitive edge in the marketplace.

The simulation portion of the day is a mock emergency department with 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 also spend time in a classroom setting learning about proven continuous improvement methods such as Visual Signals, Materials Management, Standardization, Load-leveling, Dynamic Scheduling and Mistake Proofing.

Workshop Overview

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. The initial scenario includes long patient waiting times, excessive paperwork, duplicative processes and long distances between operations, which contribute to bottlenecks and inefficiencies.

Participants are challenged to improve the scenario by implementing Lean methods. Data collected during each simulation round is displayed to compare operational performance results. Teams implement improvements by physically manipulating the simulation which reinforces the group’s real-time team building and problem solving skills. The simulation concludes with a fast track for patients who require fewer procedures and testing.

Course Objectives

Participants will:

- Understand and identify inefficiencies
- Apply Lean methods to reduce inefficiencies in a way that optimizes work flow, productivity and quality
- Gain a better appreciation of team dynamics
- Develop the ability to transfer newly-acquired Lean skills to multiple hospital departments

Key Benefits

- Improve patient safety and satisfaction
- Improve quality
- Lower costs and better use of space
- Serve more patients with existing staff
- Improve staff morale
- Reduce operational expenses
- Increase productivity

Target Audience: Managers and staff

Number of Participants: 18 - 20

Time Required: 8 Hours

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