

• Tailored To Your Training Needs •

# MBizM™ Lean Six Sigma GREEN BELT For Healthcare



## INTRODUCTION

- ◆ Lean Six Sigma Green Belt for Healthcare is designed by Six Sigma Professionals for addressing many of the challenges facing healthcare institutions.
- ◆ This course is designed whereby Lean Six Sigma tools & methods are blended with change management & project management.
- ◆ Lean Six Sigma for Healthcare focuses on the processes, tasks and activities that define world-class healthcare service and patient care.
- ◆ It enables the delivery of consistently high levels of quality and value, while banishing waste and non value-added activities.
- ◆ The result is lower costs and more desirable outcomes

*Duration = 10 Days*

## COURSE CONTENT / CURRICULUM

### KEY TOPICS:

- ◆ Introduction & Overview of Healthcare Six Sigma
- ◆ Cost of Poor Quality (COPQ)
- ◆ Drill Down Tree & Pareto Chart
- ◆ Project Charter Development
- ◆ Quality Function Deployment
- ◆ Teams & Stakeholder Analysis
- ◆ Voice of Customers (VOC) & Kano Model
- ◆ SIPOC & Basic Process Mapping
- ◆ Financial Analysis and Cost Savings
- ◆ Root Cause Analysis (RCA) Tools
- ◆ Operational Definition
- ◆ Data Collection Plan
- ◆ Basic Statistics and Sampling Techniques
- ◆ Capability Analysis and Sigma Value
- ◆ Graphical & Value Analysis
- ◆ Fishbone Diagram
- ◆ Failure Modes and Effects Analysis (FMEA)
- ◆ Statistical Root Cause Analysis
- ◆ Hypothesis Testing
- ◆ Advanced Graphical Analysis
- ◆ Regression Analysis
- ◆ Value Stream Mapping (VSM)
- ◆ Design of Experiments
- ◆ Generating Improvement Ideas
- ◆ Evaluating & Selecting Best Solutions
- ◆ Solution & Training Implementation Plan
- ◆ Develop & Execute Pilot Plan
- ◆ Lean Concepts and Error Proofing / Kaizen
- ◆ Cost & Benefit Analysis (ROI)
- ◆ Process Control Plan
- ◆ Standard Operating Procedures (SOP)
- ◆ Statistical Process Control (SPC)
- ◆ Best Practice and Replication Opportunities
- ◆ Process Ownership and Dashboards



### COURSE STRUCTURE

- PART 1: DEFINE: Confirm Issues and Build Business Case (2 Days).
- PART 2: MEASURE: Baseline and Benchmark the Current Situation (2 Days).
- PART 3: ANALYSE: Identify Root Causes and Verify Major Factors (2 Days).
- PART 4: IMPROVE: Identify, Select and Verify Potential Solutions (2 Days).
- PART 5: CONTROL: Control / Monitor Sustainable Solutions (2 Days).

### Who Should Attend:

- ◆ Hospital Executives (CFO, CEO, COO, Vice Presidents)
- ◆ Department & Clinical Directors, Professional Executives.
- ◆ Healthcare Staff (Nurses, Technicians, Therapists, etc.),
- ◆ Service Staff (Transport Services, Administration, Nutritional Services, Cleaning Services, etc.).

### Presented By:



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