

# Lean Six Sigma Healthcare



## Why Consider an IES Lean Six Sigma Healthcare Solution?

The world of process improvement is growing exponentially in the service industries. Healthcare is in the midst of rapid change and providers are being required to manage their processes more efficiently. Reimbursements are changing and proper selection of services and documentation is becoming key to payment. This is creating the “perfect storm” for engagement in these areas.

### Lean Model—Basic Steps for Implementation:

- › Identify activities that add value to the customer
- › Establish the sequence of flow for the process (current state value stream)
- › Eliminate or reduce the activities that do not add value to the customer
- › Create a more organized work flow
- › Create a continuous improvement culture which strives to eliminate waste



### Our Lean Six Sigma Approach Can Include:

- › Lean Executive Overview
- › Strategic Planning Sessions
- › Lean Strategic Value Stream Mapping Event
- › Lean Education and Training sessions for managers
- › Lean Education and Training sessions for team members and front line staff
- › Kaizen Rapid Improvement Events
- › Lean Facilitator Education and Training
- › Lean Certification Program
- › Organizational Coaching and Mentoring

### Lean Healthcare—Provides Solutions to Support Organizations:

- › Educational and tool based training programs for all levels of a client’s organization including executives, directors, supervisors and front-line staff
- › On-site assessment of client lean needs
- › Creating a flexible business model for “Organizational Excellence using Lean Thinking” (transformation) in all types of healthcare organizations (small/medium/large)
- › Providing customized solutions to address gaps that clients experience in performance excellence.

*Streamline processes...build capabilities to sustain new ways of working...make continuous improvement part of everyone’s day-to-day activities.*



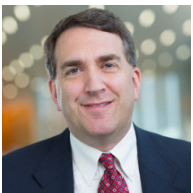
## Meet Our Team of Lean & Six Sigma Professionals



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*By incorporating NC State (IES) Lean solutions, tools and expertise, you will build a customer-focused organization that provides services of the highest quality and lowest cost, utilizing only value-added activities.*

### **Grow Your Business With Confidence. Contact Us Today.**

Visit our website: [www.ies.ncsu.edu](http://www.ies.ncsu.edu) to find the IES Regional Manager nearest you. Contact us by phone: 1.800.227.0264 or email: [iesservices@ncsu.edu](mailto:iesservices@ncsu.edu)

“ Not only is Lean a very effective means of solving issues, but it’s also a very effective way to engage employees at all levels. ”

—Samantha Parrett, Director of Business and Administrative Services, NCSU College of Veterinary Medicine

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Industry Expansion Solutions

**Industry Expansion Solutions (IES)** is the engineering-based, solutions-driven, client-focused extension unit of NC State’s College of Engineering. Our broad portfolio and deep industry expertise help organizations grow, innovate and prosper. Our extensive partnerships with business, industry, education and government generate a unique culture of collaboration that provides access to cutting-edge expertise, research, and technology.