

Lean Healthcare Certificate Program

About Lean Healthcare

Lean Healthcare is a proven methodology that focuses on enhancing “real work”—what is really of value in every facet of the patient experience and your healthcare organization—and fundamentally changing how people throughout your organization think, approach problems and take on daily challenges.

Rigorous application of Lean Healthcare can:

- › Improve productivity and quality with no increase in risk or cost
- › Increase efficiency in the pharmacy, labs and administrative departments
- › Reduce patient waiting times and create safer hand offs

Lean Healthcare helps management and employees alike embrace a culture of continuous improvement and commit to making it part of their daily work.

Why a Lean Healthcare Certificate?

The Lean Healthcare Certificate Program is designed for medical professionals seeking to lead their organizations into the transformative culture of Lean Healthcare, whether at a clinic, hospital, physician’s office, nursing home, laboratory, ER or administrative department.

The Lean Healthcare Certificate Program is an intellectually rigorous experience featuring one-on-one coaching, mentoring and learning-by-doing exercises. Program enrollment is limited to individuals who have successfully completed Lean Healthcare 300 or 325.

Upon acceptance to the program, you, along with your Lean Coach, will work on a project within your organization that will apply value stream mapping, 5S, Kaizen, A3 and other Lean tools. With each project step, your organization can make significant productivity and quality advancements, while you gain the experience and confidence to lead your own Lean Healthcare transformation.

Your Lean Healthcare Certificate will be awarded after successful completion your project, assessment by a board of Lean experts and confirmation of project outcomes by your supervisor or director.



Upon receiving your certificate, your organization could begin to realize:

- › Improved staff and patient satisfaction
- › A proven pathway to Lean transformation
- › A long-term culture of sustainable continuous improvement
- › An in-house, Lean Healthcare leader/mentor, who was coached by certified Lean experts

Certificate Program Requirements

Your certificate signifies that you have demonstrated the ability to apply lean improvement tools and methodologies within your organization. Additionally, you now have the knowledge needed to begin looking at targeted value streams for improvement activities.

As a program applicant, you must, at minimum, have successfully completed Lean Healthcare 300 or 325 classroom training, as well as have received formal approval by the upper management within your organization. Support and buy-in from your superiors will be vital to your success.

Upon acceptance of your application, your Lean body of knowledge will be formally assessed, and you will be assigned a Lean coach. Both you and your Lean coach will determine how best to use your Lean knowledge to improve a process within your organization. You will have up to 24 months to complete your project, during which time you will:

- › Involve a team of your colleagues in value stream mapping and Kaizen events
- › Determine the current state of the project process, its future state and a plan for implementation of any suggested changes
- › Measure and report on project results and improvements
- › Create a personal growth plan to improve your facilitating skills

Your Lean Healthcare certificate will be awarded after successful completion of your in-house project, assessment of your project by the Lean Healthcare certificate review board and confirmation of project outcomes.

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Who Should Attend

Prerequisite: *Lean Healthcare 200 Applying the Fundamentals and Lean Healthcare 300 Facilitating Lean Rapid Improvement.*

This program is targeted toward healthcare professionals looking to establish a solid foundation in the principles and tools used to improve healthcare processes and systems, such as:

- › Healthcare executives
- › Physicians
- › Nurses
- › Pharmaceutical staff
- › Hospital and office administrative staff
- › Industrial and management engineers
- › Laboratory and specialized healthcare services staff
- › Clinical staff
- › Insurance company staff