The challenge for Healthcare facilities is to provide consistent, high quality care while serving an ever increasing number of patients with limited resources. Conventional work methods used in healthcare are ill-equipped to deal with unpredictable patient demand and the kind of process complexity that is often present. The result is long delay times and variances which increase costs and risks for patients, healthcare facilities, providers.

LHC101 is an accelerated learning workshop designed to rapidly convey the benefits of applying Lean methodologies in healthcare settings. Key workshop deliverables are to — 1) understand how to identify and eliminate unnecessary patient care delays; 2) understand how to extend and continually improve “best practices” throughout the facility; 3) understand how to create a demand-driven process that “pulls” patients from admission to discharge; 4) understand how to utilize capacity effectively to maximize the number of patients the hospital can reliably serve to a consistent quality standard.

Participants are empowered with an understanding of Lean Process concepts through a series of brief interactive presentations, team break-out sessions, and hands-on simulations. The concepts discussed are applied to a scenario that models an ED environment. The activity-based format delivers a number of key “ah ha!” insights that are difficult to acquire through traditional learning methods.

During the simulation, participants assume the specific roles of Triage area nurses, Registration Desk personnel, Evaluation and Treatment personnel (supported by laboratory, cardiopulmonary, and Radiology services), Medical Records clerk, In Patient admittance clerk, and Billing and Discharge personnel. Participants work together to provide healthcare services to patients with a number of medical issues. The initial scenario includes long delays, mistakes due to variances, a lot of unnecessary patient processing and movement, and patients being “parked” in costly treatment rooms that are badly needed for other patients.

Teams implement improvements by physically manipulating the simulation which reinforces the group’s real time team building and problem solving skills. Data collected during and after each simulation round is analyzed to determine performance results.

Through a progression of several simulation rounds, participants achieve order of magnitude improvements to the scenario— 1) the total time to process patients is significantly reduced; 2) mistakes due to variation are eliminated. The benefits to the ED are realized via increased revenue, decreased costs, and elimination of risk factors that endanger patients and staff.

**Target Audience:** Healthcare administrators and medical staff  
**Number of Participants:** 16 - 20  
**Time Required:** 8 Hours

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