



Gemba Improvements LLC

Course Descriptions

- 1. Ideal Patient Care Training:** Ideal patient Care Training engages attendees in the tools and techniques needed to create a culture of ideal patient care. This is care that achieves the best outcome and experience for every patient every time. Care that is exact, customized, immediate, safe, and waste free. Course attendees will dive deep into value stream mapping and A3 problem solving to get to the root cause of problems and develop sustainable solutions that last.
 - Course Content:
 - What is Ideal Patient Care?
 - What is Lean?
 - Why Lean Healthcare?
 - 7 Wastes in Healthcare
 - What Do Your Customers Value?
 - Workarounds: First Order versus Second Order Problem Solving
 - The 4 Rules in Uses
 - Direct Observation
 - Lean Thinking: Value Stream Mapping and A3 Problem Solving
 - Hands On Simulation Game
 - Basic Lean Tools
 - Your Role in Ideal Patient Care
 - Course Length: Two 8 hour days
 - Target Audience: Front Line Staff, Informal Leaders, Managers, Directors, Physicians, C-Level Management, Patient Counsel Members
 - Course Capacity: 16 attendees
- 2. Lean Healthcare Overview Training:** Our full-day Lean Overview Training class gives attendees an in-depth understanding of lean and how it applies to healthcare. Attendees will engage in Hands-on learning to better understand the basics of lean, 7 wastes found in healthcare, and value added activities versus non-value activities.
 - Course Content:
 - What is Ideal Patient Care?
 - What is Lean?
 - Why a Lean Hospital?
 - Lean History?
 - 7 Wastes in Healthcare
 - What Do Your Customers Value?
 - Lean Culture Change
 - Lean Simulation Game

- The 5S Game
 - Basic Lean Tools: 5S, Visual Control, Kanban, Quick Changeover, Spaghetti Diagrams, Error Proofing, Root Cause Analysis, Standard Work, A3, Value Stream Mapping
 - Course Length: One 8 hour day
 - Target Audience: Front Line Staff, Informal Leaders, Managers, Directors, Physicians, C-Level Management
 - Course Capacity: 16 attendees
3. **Lean Healthcare Basics:** Lean Healthcare Basics is a half-day training course to create a basic introduction and understanding of lean for your team. By the end of the training, your team will understand the need for lean, their role in lean and how lean thinking can improve patient care. This training can be taught to groups of up to 30 people through multiple training sessions throughout a day.
- Course Content:
 - What is Lean?
 - Why a Lean Hospital?
 - 7 Wastes in Healthcare
 - What Do Patients Value?
 - Lean Simulation Game
 - Basic Lean Tools: 5S, Visual Control, Kanban, Quick Changeover, Spaghetti Diagrams, Error Proofing, Root Cause Analysis, Standard Work, A3, Value Stream Mapping.
 - Course Length: Half-Day (4 hours) course that can be taught multiple times a day for busy healthcare professionals.
 - Target Audience: Front Line Staff, Informal Leaders, Managers, Directors, Physicians, C-Level Management
 - Course Capacity: 16 attendees
4. **Lean Healthcare Briefing:** The Lean Healthcare Briefing training is a quick introduction to the basic concepts of lean. This course is specifically designed for the busy frontline healthcare workers. It will provide a quick understanding of lean and each Person's role in a lean hospital.
- Course Content:
 - What is Lean?
 - Why a Lean Hospital?
 - 7 Wastes in Healthcare
 - What Do Patients Value?
 - Course Length: Two hour course taught multiple times a day for busy healthcare professionals (Charges in half or full day increments)
 - Target Audience: Front Line Staff, Informal Leaders, Managers, Physicians
 - Course Capacity: 30 attendees

5. **Lean for Physicians:** Tailored specifically for physicians and physician extenders this two hour lean training course explains lean from the standpoint of physicians. The basics of lean, lean tools, and the need for change are taught during this course. Along with lean basics, this course shows physicians and extenders how lean can improve physician processes and remove frustration, bottle necks and breakdowns that prevent providing ideal patient care.
 - Course Content:
 - What is Lean?
 - Why Lean Healthcare?
 - Why Lean? Why Now?
 - Lean Thinking and Lean Tools
 - Basic Lean Tools: 5S, Visual Control, Kanban, Quick Changeover, Spaghetti Diagrams, Error Proofing, Root Cause Analysis, Standard Work, A3, Value Stream Mapping.
 - A Physician's Role in Ideal Patient Care
 - Course Length: Two hour course long taught multiple times a day for busy healthcare professionals (Charges in half or full day increments)
 - Target Audience: Physicians, Physician Extenders, Office Managers, Physician Leadership
 - Course Capacity: 16 attendees

6. **A3 Thinking Workshop:** How often do problems get reported, lost in committee meetings and never truly solved? This half-day workshop introduces your staff to A3 thinking. A3 thinking is a structured approach to problem solving using a 7 step process based around the scientific method. It provides staff with a tool to define the problem, understand the current state, define the goals, investigate the root cause of the problem, make recommendations and follow up on countermeasures. By the end of this training, your staff will understand this powerful method of solving problems and creating solutions that eliminate issues for good.
 - Course Content:
 - What is Lean?
 - What is A3 Thinking
 - 7 Wastes in Healthcare
 - Value Added vs. Non-value Added
 - Course Length: Half Day (4 hours)
 - Target Audience: Front Line Staff, Informal Leaders, Managers, Directors, Physicians, C-Level Management
 - Course Capacity: 16 attendees

7. **Value Stream Mapping Workshop:** Hospitals and Healthcare systems are built around silos that patients must pass through to get the care they need. Silos in healthcare are typically departments such as admitting, lab, radiology, outpatient surgery, etc. What we find is that silos, or departments, typically provide

exceptional care and service, but what happens to the patient in between these departments? Value Stream Maps identify where there are areas of inconsistency and break-downs in processes. Value Stream Mapping provides us with the ability to see and improve the flow of the whole line of activities.

- Course Content:
 - What is Lean?
 - What is Value Stream Mapping?
 - Current State Value Stream Map
 - The Need for Direct Observation
 - 7 Wastes in Healthcare
 - Value Added vs. Non-value Added
 - Future State Value Stream Map
 - Course Length: Half Day (4 hours)
 - Target Audience: Front Line Staff, Informal Leaders, Managers, Directors, Physicians, C-Level Management
 - Course Capacity: 16 attendees
8. **5S Workshop:** Does your clinical staff always have the supplies and equipment they need to do their job? Do they have to search for needed items to take care of patients? It is estimated that clinical staff can spend up to 85% of their time participating in non-value added activities. 5S is a foundation for a more systematic and organized approach to the workplace. 5S methods organize the workplace to reduce wasted time and motion to give staff more time at the bedside providing care for patients.
- Course Content
 - What is Lean?
 - What is 5S?
 - What is Visual Control?
 - 7 Wastes in Healthcare
 - Value Added vs. Non-value Added
 - The 5S Game
 - Your Role in 5S
 - Course Length: Half Day (4 hours)
 - Target Audience: Front Line Staff, Informal Leaders, Managers, Directors, Physicians
 - Course Capacity: 16 attendees
9. **Assessing Your Lean Transformation:** Are you considering implementing lean methodologies in your hospital or healthcare system? Wondering where to start? Maybe you are several years into your journey and wondering what is the next step. This course is specifically designed to introduce your organization to lean and the culture change needed for success. We will help assess your current condition and create or help modify your program for optimal results.

- Course Content
 - What is Lean?
 - Why Lean Healthcare?
 - Lean Culture
 - Healthcare Case Study/White Paper Review
 - Hospital Assessment
- Course Length: Full day including both classroom training and front line assessments.
- Target Audience: Front Line Staff, Informal Leaders, Managers, Directors, Physicians, C-Level Management
- Course Capacity: 16 attendees

Training Matrix: Detailed course description can be found below the matrix.

	Course Length	Ideal Patient Care	4 Rules in Use	Define Lean	Lean History	Why Lean Healthcare?	Lean Culture Change	Hands On Simulation Games	7 Wastes	Value Add vs. Non Value Added	Basic Lean Tools	Deep Dive: A3 Problem Solving	Deep Dive: Value Stream Mapping	Deep Dive: 5S
1) Ideal Patient Care Training	2 Days	X	X	X	X	X	X	X	X	X	X	X	X	
2) Lean Healthcare Overview Training	1 Day	X		X	X	X	X	X	X	X	X			
3) Lean Healthcare Basics	1/2 Day			X		X		X	X	X	X			
4) Lean Healthcare Briefing	2 Hours			X		X			X	X				
5) Lean for Physicians	2 Hours			X	X	X			X	X	X			
6) A3 Thinking Workshop	1/2 Day			X					X	X		X		
7) Value Stream Mapping Workshop	1/2 Day			X					X	X			X	
8) 5S Workshop	1/2 Day			X					X	X				X

Course Descriptions: We will also be happy to create customized training to fit your needs. Contact us today at parnters@gembaimprovements.com