

Lean Healthcare Services - Training Workshops

Workshop Name

Using Continuous Improvement Techniques to Implement Sustainable Change (Kaizen Events)

Designed For

Healthcare professionals who wish to actively take part in a structured continuous improvement program within their organization.

Workshop Overview

Kaizen is a philosophy focused on problem solving to achieve gradual, orderly, and continuous improvement throughout all the elements of a process. It is based on analyzing a process or system with a view to developing an understanding of how it works, and working out how that system or process can be continually improved.

The workshop will identify and distinguish between techniques that a Kaizen team can use to identify the root cause of a problem.

Workshop Content

The Kaizen Event and its Participants	Implementing Improvements
Plan-Do-Check-Act Approach	Case Study 1 - Medical Imaging Firm
Determining the Root Cause of the Problem	Case Study 2 - Reducing Shift Change Times
Identifying the Current State	

This workshop makes use of interactive role-play, video, and case study information to demonstrate the effectiveness of this Lean technique across the healthcare sector.

What You Will Learn

At the conclusion of the workshop, you will be able to:

- Identify the benefits of Kaizen and Kaizen Events
- Identify the requirements for a successful Kaizen Event
- Identify and distinguish between the key participants in a Kaizen Event and their associated roles
- Recognize the steps involved in planning for and developing an improvement strategy
- Identify the techniques that a Kaizen team can use to identify the root cause of a problem

Workshop Duration

This is a one-day instructor-led classroom-based training workshop, limited to a maximum of 12 delegates. The workshop incorporates the training session and a comprehensive set of notes.

Trainer Profile

Joe O Callaghan MBA

Joe has a First Class Engineering Degree from University College Cork, Ireland, an MBA from the Open University and a Lean Green Belt 'Gold Star' award from the Institute of Industrial Engineers. With over 23 years experience in the multinational sector, Joe has gained specific 'hands-on' experience and skills in Lean and Six Sigma methodologies. He initially worked in Engineering Line Support on complex product assemblies, and later moved into Product Design. He has also provided support to production, sales, and service functions in a variety of management roles.

In latter years, Joe has held roles in Project Management and Engineering Management where he was able to apply some of the core Lean philosophies and tools. In his most recent position with Artesyn Technologies, he held the role of VP of Engineering with responsibility for locations in the US and in Ireland.

Joe joined forces with the Leading Edge Group in 2005, and has successfully leveraged his experience to educate and train manufacturing, healthcare, supply chain, and service clients in Lean tools and techniques. He is Senior Lecturer and Mentor for the Lean "Green Belt" Healthcare Accreditation program.

Customer Comments

"I thoroughly enjoyed the training and found it very interesting. It's only when you go back over the notes that you realise how much was covered in a short space of time. I found it very informative and down to earth."

Tod Kirby, Aer Rianta International, Shannon Airport, Co. Clare, Ireland

"We are currently putting over 12 of our professional staff through the training to gain increased technical and functional knowledge, and to further enhance our reputation with our customers, suppliers and the Corporation at large."

Joe Dore, HR Manager, Stryker Orthopaedics

"Having recently completed the Lean training, I can only compliment the entire program. The material was clear, relatively concise given its complexity, and very well presented."

Keith Ambrose, Project Delivery Director, Experian UK Ltd.