

# HEALTHCARE KAIZEN & LEAN WORKSHOP

## Learn the Power of Kaizen.

August 8, 2013

Mark Graban, author of Healthcare Kaizen, and TechSolve's Sue Kozlowski join forces to present the "Healthcare Kaizen & Lean Workshop". Join us as they make the Kaizen improvement methodology come to life through lecture, discussions, and hands-on exercises. Attendees of this full-day seminar will acquire practical Lean skills and methods that can be implemented to:

- Improve staff engagement
- Improve quality and patient safety
- Improve patient and staff satisfaction
- Reduce cost
- Reduce delays and waiting times

### Part One presented by Mr. Mark Graban:

#### **"Engaging Front-Line Staff in Sustainable Continuous Improvements"**

In their continuing efforts to drive change, many healthcare organizations are embracing "daily Kaizen" as a compliment to "Rapid Improvement Events". If your organization has not yet started "going Lean," then daily Kaizen is a great way to introduce and engage the front-line staff in Lean and continuous improvement methodologies. Mr. Graban will discuss the benefits of using "daily Kaizen" to foster ongoing, meaningful changes, as well as facilitate an interactive Lean simulation.

### Part Two presented by Ms. Sue Kozlowski:

#### **"Implementing Kaizen & Lean Concepts throughout Your Organization"**

The secret to implementing Kaizen successfully is for all levels of staff to be actively involved in process improvement. The leadership's tone and vision is vital in this empowerment. Kaizen events provide a structure to channel opportunities for improvement, and convert them into recognized changes that have a positive impact on how staff performs and values their work, and the quality of patient care. Ms. Kozlowski will facilitate Lean exercises, as well as discuss the importance of prioritizing improvement opportunities through Value Stream Mapping and analysis.

### AGENDA:

|          |   |
|----------|---|
| 8:30 am  | Breakfast and Networking  |
| 9:00 am  | Part One <ul style="list-style-type: none"><li>• Intro to Kaizen</li><li>• Interactive Simulation</li><li>• The Role of Leaders</li></ul>                 |
| 12:00 pm | Break & Networking Lunch  |
| 12:45 pm | Part One Conclusion and Q&A   |
| 1:30 pm  | Part Two <ul style="list-style-type: none"><li>• Levels of Kaizen</li><li>• Value Stream Mapping</li><li>• Improving the Process through Kaizen</li></ul> |
| 4:00 pm  | Break   |
| 4:15 pm  | Part Two Conclusion and Q&A   |

### TIME:

Breakfast and Networking:  
8:30 am - 9:00 am

Event:

9:00 am - 5:00 pm

### LOCATION:

Hilton Akron Fairlawn  
3180 West Market St.  
Akron, Ohio 44333

### COST:

\$349 per attendee

*(Breakfast and lunch will be provided, and each attendee will receive a copy of Mark Graban's newest book, 'Healthcare Kaizen', a \$59.95 retail value.)*

### REGISTER:

[www.techsolve.org/events](http://www.techsolve.org/events)  
or call Doreen Stanley at:  
513-948-2041

*(This event is available for healthcare professionals only)*

# MEET THE PRESENTERS

## Sue Kozlowski, Director Healthcare Consulting, TechSolve



Before beginning her career at TechSolve in 2011, Ms. Kozlowski had 25 years' experience in Clinical Laboratory and 9 years in Lean Six Sigma Process Improvement in the Detroit area. She has also served as an Examiner for the Michigan Quality Leadership Award (Michigan Baldrige program).

In supporting the healthcare network, Ms. Kozlowski has employed process improvement in nearly every area of the hospital including discharge, catheterization laboratory, rehabilitation services, and ambulatory care in physician offices, admitting, emergency departments, operating room, clinical laboratory, and more. She drew upon this experience as co-author of *Value Stream Management for Lean Healthcare*.

Ms. Kozlowski earned her MS in Administration in Healthcare from Central Michigan University, and her BS in Medical Technology from Michigan State University. She is a Certified Six Sigma Black Belt through the American Society for Quality and holds a certification in Lean Healthcare from the University of Tennessee.

## Mark Graban, President, Constancy, Inc.



Mark Graban is a popular speaker at conferences and private healthcare meetings. He has guest lectured at schools including MIT, Wharton, and The Ohio State University, and has served as a faculty member of the ThedaCare Center for Healthcare Value and the Institute for Healthcare Improvement.

He is the author of the book, *Lean Hospitals: Improving Quality, Patient Safety, and Employee Engagement*, which was selected for a 2009 Shingo Research and Professional Publication Award, the first healthcare book to win this award. Mark has also co-authored a new book, titled *Healthcare Kaizen: Engaging Front-Line Staff in Sustainable Continuous Improvements*, which was released in June 2012 and also given the Shingo Research Award in 2013.

Mark earned a BS in Industrial Engineering from Northwestern University, as well as an MS in Mechanical Engineering, and an MBA from the MIT Sloan Leaders for Global Operations Program.

### ABOUT TECHSOLVE:

*We are leaders in Lean Healthcare and performance improvement, working with healthcare organizations to implement unique process improvement approaches, to help our clients streamline process-driven activities, while maintaining the highest standards of quality care and patient satisfaction.*