



BELMONT UNIVERSITY  
**MASSEY**  
GRADUATE SCHOOL of BUSINESS

# Lean Healthcare Certificate Program *Advanced Course*

## Management Systems for Sustainability

This brand new, week-long Advanced Lean Healthcare Certificate Course has been designed for past participants wanting to take their Lean organizations to the next level of improvement. After implementing the basics such as observation of work, rearranging supplies, and defining new standard work, what happens when those straight-forward improvements are not sustained? Remaining problems with flow, daily management, and value capture are more complex. This follow-up course teaches the necessary skills and knowledge required to progress to the next level of sustained, continuous improvement.

This course is taught and facilitated by Lean practitioners, leaders and coaches each with multiple years of successfully applying Lean in healthcare organizations.

To gain more information and to register, visit our web site, [www.BULeanCourse.com](http://www.BULeanCourse.com), or call 615.575.5502.

### Course Topics

- Advanced Process Tools
- Data and Analytics
- Lean Management Systems
- Lean Coaching
- Strategy Deployment

**"This was truly the best conference I have ever attended. The material and built in practice was excellent at helping all of the information stick! There are many practical and actionable lessons learned that week. I hope that I would be given the opportunity to attend the follow-up conference."**

**- Kerry Kelly, 2017 Original Course, Quality Management Specialist at Morris Hospital**

*In conjunction with*

### **Healthcare Performance Partners**

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## Agenda

### Monday: Advanced Process Tools

- Standard Work documentation
- System flow: imbalance, queueing delays, demand and capacity planning
- Value capture of improvement efforts

### Tuesday: Data and Analytics

- Defining Metrics and appropriate use
- Pareto charts: prioritize improvement activities
- Histograms: investigating variation

### Wednesday: Management Systems

- Sustaining gains using Management Systems
- Huddle board training
- Leadership standard work and defining leaders' roles

### Thursday: Coaching

- Differences and benefits of coaching and leadership styles
- How to ask coaching questions using different inquiry styles

### Friday: Guest Speaker

- Beth Fingado, BSMT, MBA, Director of Strategic Support Services at Denver Health
- A discussion on Strategy Deployment and Alignment



### About Belmont University and The Jack C. Massey Graduate School of Business

Ranked in the Top 5 in the Regional Universities South category and named a "Most Innovative" university by U.S. News & World Report, Belmont University is a fast-growing community of more than 8,000 students who come from every state and over 36 countries. Committed to being a leader among teaching universities, Belmont brings together the best of liberal arts and professional education.

The Jack C. Massey Graduate School of Business was founded in 1986, with a mission of providing business education and thoughtful leadership to the working professionals of Nashville and middle Tennessee. Princeton Review has named us as A Best Business School for the twelfth straight year, and Business Week ranks our part-time MBA program 28th in the U.S.

### About Healthcare Performance Partners

Healthcare Performance Partners leads the charge in the implementation of Lean Healthcare and other quality and efficiency related tools. Our process engagements can generate significant financial savings, in addition to measurable improvements in patient safety and quality of care. For more than a decade, our team has partnered with healthcare organizations in the application and utilization of Lean Healthcare tools. Our focus on quality, safety, and improving use of existing resources makes us the leader in the industry.

## 2019 Advanced Course Dates & Registration

The Course is held in Nashville, Tennessee on the campus of Belmont University. The fee of \$3,250 also covers shuttle to and from the course, breakfast, lunch and snacks each day. Please contact 615.575.5502 if you would like to explore on-site delivery at your organization.

**May 13 - 17**

**October 21 - 25**

**Interested in hosting  
the course on-site?**

Contact [info@buleancourse.com](mailto:info@buleancourse.com) for more information.