

Two-Day Onsite Workshop: Kaizen Kickoff

Creating a healthcare culture of continuous improvement

THE CHALLENGES

Today's healthcare organizations are facing **many pressures**:

- declining reimbursement rates
- patient dissatisfaction
- staff shortages and high turnover
- patient safety and clinical quality
- sustaining existing Lean efforts

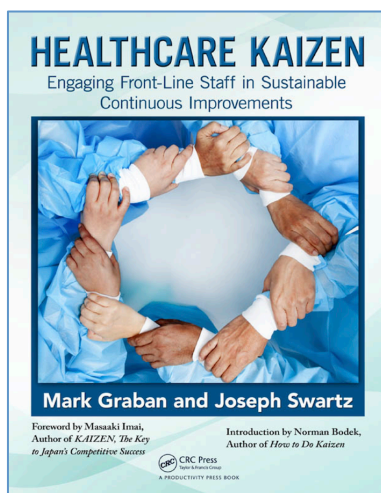
Kaizen creates a culture of continuous improvement that addresses these in meaningful and measurable ways.

WHAT IS KAIZEN?

Kaizen is a Japanese word that means "change for the better." The term has become synonymous with the term **continuous improvement**.

The Kaizen improvement model has been successful in many industries and in healthcare around the world – as documented in the book *Healthcare Kaizen: Engaging Front-Line Staff in Sustainable Continuous Improvements*.

Kaizen facilitates problem solving and helps you keep pace with a quickly changing healthcare landscape!



THE WORKSHOP'S APPROACH

This on-site workshop will **get you started** with the proven Kaizen model for daily continuous improvement in healthcare. This action-oriented workshop **combines classroom teaching and simulation** with the **creation of a working pilot Kaizen program** for a single department. These two days will get you started and will expose you to the methods and mindsets required to transform your organization's culture.

WHO IS THIS WORKSHOP FOR?

- Hospitals, health systems, primary care clinics, specialty care clinics, outpatient clinics, and more
- Senior leaders wanting to learn how Kaizen can supplement existing Lean projects or events
- Directors and managers overseeing a continuous improvement program in their departments
- Key front-line staff members who will participate and influence others

BENEFITS

Participants will learn proven methods and mindsets that **increase staff engagement** through a systematic continuous improvement program. Increased staff engagement leads to **better patient care** (quality, outcomes, patient safety), **higher patient satisfaction**, and **lower costs**.

Managers and leaders will be more **fulfilled**, as they collaborate with employees to improve patient care, making work **less frustrating**. The organization will expect to see **lower staff turnover** and **improved financial performance** in the long term.

**For more information on bringing this workshop to your organization:
Call 817-993-0630 or email mark@constancy.us**

Engaging Staff → Lower Cost & Better Quality

Learning. Action. Improvement

KAIZEN KICKOFF AGENDA (TWO DAYS)

This two-day [workshop](#) is held on site at your organization. It starts with an [introductory three-hour class](#) for staff and leaders from multiple departments – including lecture, discussions, and an [interactive simulation](#) that demonstrates practical Lean and Kaizen principles.

- Learn the Kaizen model of staff engagement and continuous improvement
- Describe the difference between suggestion box systems and Kaizen
- Learn how Kaizen and Rapid Improvement Events (aka Rapid Process Improvement Workshops) are complementary approaches
- Understand key leadership behaviors that make Kaizen possible

The remainder of the two days will be very [action oriented](#) and [hands on](#). Leaders and team members in one department will [set up and use the mechanics](#) of a Kaizen program. Ideas will be solicited and put into action, setting the stage for more improvement.

[One-on-one coaching](#) will be provided for individual supervisors, managers, and directors – giving them feedback on their interactions with employees in the process of identifying, discussing, prioritizing, testing, and validating small improvements in the workplace.

After the two days on site, [coaching and guidance](#) for the pilot area can be made available by phone, email, and video.

MATERIALS & DELIVERABLES

- Creation of a [working Kaizen program](#) to be used in the pilot area, including a “Visual Idea Board”
- Creation and customization of [templates](#) used in the program
- Notes and [feedback](#) based on Kaizen coaching with pilot leaders
- [PowerPoint slides](#) (with facilitator notes) that can be used for the further internal use of the three-hour class and interactive simulation.



ABOUT YOUR COACH

Mark Graban is an internationally recognized expert in the application of Lean and Kaizen improvement principles in healthcare.

Mark is the author of two books: *Lean Hospitals: Improving Quality, Patient Safety, and Employee Engagement* and *Healthcare Kaizen: Engaging Front-Line Staff in Sustainable Continuous Improvements*.

Mark provides lessons learned from his experience leading healthcare improvement programs, as well as best practices from around the world.

Mark earned a BS in Industrial Engineering from Northwestern University as well as an MS in Mechanical Engineering and MBA from MIT. He is a faculty member for the Lean Enterprise Institute and the ThedaCare Center for Healthcare Value.

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