



# Lean Six Sigma for Healthcare Professionals

Strategies, tools and frameworks for more  
efficient healthcare processes

Program Syllabus

## Introduction

In its purest form, Lean Six Sigma is about leveraging the principles and tools of science to abate business risk – at all levels of an enterprise. With this in mind, we can view the practice of Lean Six Sigma (LSS) from four different altitudes. At its highest level, LSS is a strategic vision that epitomizes business success. Second, it is a tactical system of project management that optimizes the control function of a commercial or industrial enterprise.

Third, it's a scientific approach for minimizing or eliminating certain forms of business risk commonly associated with the operation of critical processes. Fourth, it is a personal way of thinking that unites the power of deductive reasoning with the benefits commonly associated with data-driven decision making.

## Program Rationale

Now more than ever, hospital's processes have been exposed extremely high levels of pressure, which demonstrated how crucial is for a healthcare structure to be efficient and ready for the unpredictable.

Hospitals are among the most complex entities to optimize, since they require an appreciation for the entire system of care. A hospital is an interconnected, interdependent system; improvements in one department affect the operations of other departments. In order to deliver high-quality care, identify capacity and demand mismatches, and initiate specific improvement projects to address obstacles to efficient patient-flow, every individual needs to be knowledgeable about the tools and methods that Lean Six Sigma has to offer.

## Program Description

A hospital's greatest asset consists of its workforce and now, more than ever, it's crucial to focus on optimizing patient flow, addressing critical bottlenecks, and to providing a new mindset based on data analysis and continuous improvement. Lean Six Sigma for Healthcare Professionals is a custom training that combines the most effective Lean and Six Sigma tools to support medical staff and teams to achieve their higher level of process performance. The Lean Six Sigma methodology is one of the strongest ways to speed up process optimization, and this program aims to teach these individuals how to deploy this powerful tool successfully.

Achieving Six Sigma within a hospital is to requires building will throughout the organization, from the highest levels of leadership to point-of-care managers and staff in order to:

- Make Delivering the Right Care, in the Right Place, at the Right Time a Strategic Priority
- Align Medical Staff and Hospital Executives to Achieve Improved Flow
- Adopt Value-Based Care Models to Support Improved Flow
- Demonstrate That Improved Flow Has a Positive Return on Investment
- Connect the Work of Departments and Units to Hospital-wide Flow Strategies

With Lean Six Sigma for Healthcare Professionals, we managed to combine these two practices to provide the highest value-added knowledge to any manager who operates in this field. At the end of this program, each participant will be capable to successfully coordinate and execute any Lean Six Sigma-related initiative, from a small improvement initiative to a full-scale deployment.



# Program Modules

The body of knowledge has been configured to develop the essential knowledge and skills that underpins the successful practice of a Lean Six Sigma White Belt, combined with personalized coaching sessions. The goal of the program is first to achieve a practical understanding of Lean Six Sigma and then to evaluate how it can be deployed to bring rapid and substantial results to a healthcare structure.

## E-LEARNING MODULES (24 HOURS)

### 1. Breakthrough Vision

- Content Overview
- Driving Need
- Customer Focus
- Core Beliefs
- Deterministic Reasoning
- Leverage Principle
- Performance Breakthrough

### 2. Business Principles

- Quality Definition
- Value Proposition

### 3. Process Management

- Performance Yield
- Hidden Processes
- Measurement Power
- Performance Benchmarks
- Defect Opportunity

### 4. Installation Guidelines

- Champion Role
- Black Belt Role
- Green Belt Role
- White Belt Role
- Application Projects

### 5. Value Focus

- Recognize Needs
- Define Opportunities
- Measure Conditions
- Analyze Forces
- Improve Settings
- Control Variations
- Standardize Factors
- Integrate Lessons
- Application Example

### 6. Lean Practices

- Lean Thinking
- Visual Factory
- PokaYoke System
- 6S System
- 7W Approach
- Kaizen
- Value Stream Mapping
- 6M Approach
- A3
- Overview of Flow
- Hiejunka
- TPM
- Jidoka
- Lean Wrap - Up

### 7. Quality Tools

- Variable Classifications
- Measurement Scales
- Problem Definition
- Focused Brainstorming
- Process Mapping
- SIPOC Diagram
- Force – Field Analysis
- C&E Analysis
- Performance Sampling
- Check Sheets
- Analytical Charts
- Pareto Charts
- Run Charts
- Multi – Vari Charts
- Correlation Charts
- Frequency Tables
- Performance Histograms
- Basic Probability
- Concept Integration



## COACHING SESSIONS (40 HOURS)

### 1. Needs/Goals Identification

- Industry – level needs
- Company – level needs
- Department – level goals
- Personal – level goals

### 2. Industry Related Case studies

- Successful implementations
- Feasibility Analysis
- Replication Techniques

### 3. Deployment Plan

- How to implement Lean Six Sigma
- Achieving critical mass
- Process Selection Process
- Sustainable Continuous Improvement

## Delivery Format

### E-LEARNING → MINDPRO® LMS

MindPro® is our LMS platform and is the largest in the world for Lean and Six Sigma. Every program on MindPro is delivered in video lectures by Dr. Mikel J. Harry himself.

### COACHING SESSIONS → LIVE WEBINAR

The coaching sessions will be delivered by webinar and each candidate will be guided by our Master Black Belt. These sessions will be scheduled according to the participant's needs.

## Program Structure

### 1. WHITE BELT TRAINING

The first phase will involve training all participants at the White Belt level. The training will be delivered via our e-learning platform and it has a duration of 24 hours of video lectures.

### 2. EXAM & CERTIFICATION

In conjunction with the training, candidates will be subject to online exams that will enable them to achieve our White Belt Certification, valid internationally.

### 3. COACHING SESSIONS

At the end of the training we will support the new belts to identify and measure the most important metrics in their respective departments. This will help select the main processes for the improvement projects

### 4. IMPROVEMENT PROJECTS

Once the processes are validated by the management together with the team we will set up all the requirements for successful Lean Six Sigma Projects and guide them all the way until the goals are achieved.



# Who is the Six Sigma Management Institute

The Six Sigma Management Institute was founded by Dr. Mikel J. Harry, the co-creator of the Six Sigma methodology. For over 20 years, we have coached hundreds of companies and trained thousands of individuals both with goal of helping them achieve the highest level of performance in their industries and professional careers. During these highly complex and data-driven times, we believe than every individual should be knowledgeable of the frameworks and the tools required to dive deep into data and re-emerge with valuable information, to help their company and themselves achieve breakthrough improvements. SSMI's mission is to provide the necessary frameworks and tools to enable any company enhancing the quality of their products, services and ultimately to increase the satisfaction of their clients.

## GLOBAL PRESENCE

USA – Phoneix, Arizona

EUROPE – London, UK

ASIA – Colombo, Sri Lanka

SOUTH AMERICA – Mexico City, Mexico



## Certification Path

In order to obtain the SSMI® Lean Six Sigma White Belt Certification each and every candidate must complete the following steps:



### Online Self – Paced or Class Training

The total instructional time for the SSMI® Lean Six Sigma White Belt Training is 3 days (classroom) or 24 hours (online). Of course, for the online format participants can take the time they need and set their own schedule.

### Knowledge Assessment Exams

Completion of 8 Knowledge Assessments Exams. Each module assessment comprises of 12 to 102 questions which participants need to score more than 70%

### SSMI International Certification

Upon the completion of every requirement the candidate will receive the certificate for the SSMI® Lean Six Sigma White Belt Training Program.



# Benefits of an SSMI Lean Six Sigma Certification



## **Better Execution**

Six Sigma links strategic initiatives to operational improvements to create efficiencies for your business.



## **Build Customer loyalty**

Six Sigma helps to target your customer needs so you can improve the things that matter most to your customers.



## **Create Greater Returns**

Six Sigma helps to lower the operational costs and reduce the turnaround time in delivery of products and services to bring about higher customer satisfaction.



## **Certifies your Talent**

A Lean Six Sigma Certification is the proof that you have the experience and skills to deliver quality service that matches customer expectations.



## **Improves your work performance**

Professionals with Lean Six Sigma skills earn close to \$120,000 with global opportunities.

## **Opens Doors**



A Lean Six Sigma credential can get you access to globally renowned companies of your choice.

## **Applies Everywhere**



Six Sigma Certifications are based on achieving excellence while providing quality services. The concepts and techniques can be adapted to any real-world challenge across industries, market segments and geographies.

## Contact Us

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