



Streamline your health care facility

Toyota Production System in Health Care

a system of lean education and implementation for health care providers

Developed by experienced health care professionals at Lean Healthcare West®, this comprehensive 21-hour program teaches participants to use Toyota Production System (TPS) principles to solve problems and improve processes.

Participants of the program can learn to look at work differently and begin to identify potential savings of time and resources, and eliminate errors. The program is customizable to meet the individual needs of hospitals, long-term care facilities, home care agencies, physician office practices, and clinics.

By the end of the program, the participants should be able to:

- see patient care and supporting systems as processes
- create a quantified “map” of a process, and use the data to determine process performance measures
- create a future map of flow of processes that is a visualized improvement over the current-state map
- diagnose a workplace “problem” by seeking out root causes in terms of activity specification, requests, and pathways
- envision a “target condition” that moves the organization closer to “IDEAL” by improving activities, requests, and/or pathways
- explain the importance of studying work as it is actually done, rather than work as intended
- create A3 Reports that clearly communicate “current condition,” “root cause analysis,” “target condition,” and a practical implementation plan
- define “IDEAL,” (Initiating, Diagnosing, Establishing, Asking, Learning) and recognize when their organization’s outcome is not “IDEAL”

Penn State professional development—It Shows

Call to discuss bringing this program to your health facility.

PENNSTATE



Continuing and Professional Education
MANAGEMENT DEVELOPMENT

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The Toyota Production System (TPS) in Health Care includes 21 contact hours of classroom training plus a minimum of one coaching session with the instructor. Through hands-on projects, the participants can learn principles and acquire tools they can apply to their current work.

Throughout the sessions, the instructor meets with participants to assist them in properly applying the improvement tools to their course projects. The instructor meets with the organization's leaders to report on the progress of the sessions and recommends follow-up actions.

At the program's conclusion, participants should be comfortable with and skilled in using the philosophies and tools of TPS for problem solving in the course of work, and their in-house coach's follow-up plan.

Implementing the valuable skills learned in this program:

- reduces errors in care processes
- streamlines scheduling and room utilization
- improves turnover times and periop throughput
- facilitates pay for performance goal attainment
- emphasizes team-based care
- enhances care hand-off communication
- advances patient visit consistency
- increases patient and staff retention
- reduces staff turnover
- engages front-line staff in process improvement

Health care clients and ROI experiences:

- Intermountain Health Care, Salt Lake City, Utah
- Skiff Memorial Hospital, Newton, Iowa
- Mercy Hospital, Mason City, Iowa
- Veteran's Administration Hospital, Dallas, Texas
- Baptist Hospital, Oklahoma City, Oklahoma
- Mid-size community hospital in the mid-west: Identified ways to prevent breakage of endoscopes, resulting in \$48,400 annual savings.
- New England 50 bed community hospital: Reduced O.R. delays by 12 minutes resulting in \$1.7 million cost-benefit (\$7,206 / day X 240 O.R. days).

Optional

"Train-the-Trainer" Courses

These optional "train-the-trainer" courses prepare and certify in-house coaches to become in-house instructors. This enables them to then teach the course to other staff members in their organizations.

—Coaching Principles and Techniques in the Toyota Production System for Health Care

(3 contact hours/0.3 CEU)

for individuals who want to coach colleagues after the program is implemented throughout their facility

—Instructor Principles and Techniques in the Toyota Production System for Health Care

(6 contact hours/0.6 CEU)

for individuals who are targeted to become instructors

For more information, visit www.ds.psu.edu/CE or contact:

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