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Lean Six Sigma (LSS) in Healthcare

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Lean Six Sigma (LSS) in Healthcare

Christine Corum – Melissa Mladinic
August 14, 2006
Project Goals and Objectives – to leave SSFHS with a critical mass of individuals, trained and experienced in Lean Six Sigma methods, to lead a cultural change in process improvement.

2005 – Subject experts lead 18-week training session with local faculty mentor

2006 – Transition to training and teams led mostly by faculty and hospital staff

2007 – Hospitals self-supporting
Methods

Collaborate with SSFHS to develop LSS curriculum while training teams and working on projects

Class one day per week with additional time for project work

Initial faculty (me) role was as team mentor outside of training

Current role is team leader/trainer as well as mentor working with GLHS “black-belt”
**Results To-Date**

**GLHS**
- Supplies: pilot color-coding late 2005, pilot 2-bin system next month
- Lost IV’s: pilot starting this month (GLHS internal support)
- Patient Falls: project starting this week

**St. Clare**
- ED Through-put: pilot pending hire of Nurse Practitioner
- Med/Surg Discharge Time: pilot beginning now

*GLHS & St. Clare are proceeding with other, self-supported, projects*
Connections – Improving Healthcare Delivery

1. Patient as customer in project scope (no clinical projects to date)

2. Projects disseminated between Sister’s facilities

3. VA has requested similar training
Opportunities and Challenges

• Opportunities
  – Building a relationship with local healthcare provider
  – Transferring to other healthcare organizations
  – Further development of curriculum and training strategy

• Challenges
  – Research component – training versus research
  – Use faculty as trainers?
  – Initial training is expensive – return on investment key

• What is a beneficial role for RCHE? For Me?
Research Deliverables

- Presentation of Supply Project to be presented at APICS meeting in Indianapolis this week.
- Fall 2005 and Spring 2007 collaborate with hospital staff for publications.
- $25,000 seed grant from RCHE in 2005 led to $163,000 support from SSFHS for 2006.
- Additional support from VA for 2007.
- Extra – undergraduate and graduate student experiences
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