



Aggressively Improving Throughput and Cost Using Lean-Six Sigma

Executive Workshop (One Day On-Site Workshop)

Is your hospital facing a challenging budget? Are you questioning whether your staff has the tools and skills to achieve their financial objectives while maintaining the quality of care? Or are you currently enjoying excellent performance but concerned about maintaining momentum? Is discerning a tangible ROI from current performance improvement initiatives difficult? Searching for new quality methodologies to reenergize your staff and integrate your resources into a unified effort?

Caldwell Butler & Associates is the nation's leading authority on the strategic application of Lean-Six Sigma methodology in healthcare. We offer an executive workshop designed to assist senior healthcare leaders with the design of a robust quality system tailored to the specific needs of their hospital. Workshop participants receive valuable insights and explore practical methods for achieving rapid gains in hospital performance through the strategic application of quality methodology. Participants examine the 10 common attributes of top performing hospitals "Quantum Improvers" derived from four years of applied research published by the American College of Healthcare Executives. Participants learn how to successfully deploy Lean-Six Sigma, to improve their use of benchmarking data and techniques for goal setting, and dramatically increase results with the 100-Day Workout.

Curriculum:

The "Quantum Improvers Black Box"

- Attributes of top performing hospitals
- Behavioral attributes / role clarity
- Effective benchmarking and goal setting
- Methods for improving system wide accountability

The Lean-Six Sigma View of Quality

- Principles of Lean-Six Sigma
 - What is Lean?
 - What is Six Sigma?
 - Why are both methods needed?
- Methods for Successful Implementation
 - Lean-Six Sigma
 - Achieving results
 - What to avoid when implementing Lean or Six Sigma
- Techniques for Achieving Quality Waste recovery
- Defining quality staffing, Matching staffing to demand
- Secrets of Effective Benchmarking and Non-negotiable goal setting
- Transforming financial goals into process goals
- "Big Q vs. little q Focus" The Core Processes that matter
- Structuring Your "Magic Moment" (3 year strategic plan)
- Transforming the Organizational Belief System

Driving Change, Accountability and Implementation

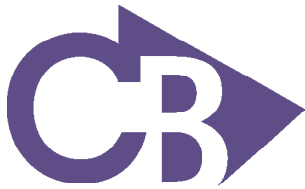
- Application of the 100-Day Workout Method
- Accelerating change through Rapid Cycle Testing



Strategy Discussion

- Review the five core hospital processes
- Achieve consensus regarding your quality strategy
- Developing three year strategic goals
- Skills Inventory Assessment of your team





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Chip Caldwell, Chairman

Chip Caldwell, Chairman of Caldwell Butler & Associates, has helped hundreds of clients increase productivity, maximize patient throughput and improve patient satisfaction. He is a thought leader in healthcare quality and performance improvement methodology. His expertise includes the effective deployment of advanced methods to improve accountability, implementation and speed of organizations. In addition Chip is an expert in apply methods such as Lean-Six Sigma to improve cost position improvement, achieve financial turnarounds and increase patient throughput optimization.

Thought-Leader in Health Care Cost of Quality Recovery

For the past decade he has served in leadership positions in the quality community including the Baldrige Foundation Board Support Team as well as the healthcare representative on the U.S. Quality Council. His books are widely read by hospital board members, senior leaders, middle managers and health administration students. His more notable publications include:

Mentoring Strategic Change in Health Care: An Action Guide

The Handbook for Managing Change in Healthcare

***Medication Safety and Cost Recovery: A Four-Step Approach for Executives,**
co-authored by Charles Denham, MD*

Lean-Six Sigma: An Executive Guide for Improving Cost and Patient Throughput

Extensive Experience in Hospital Operations

Chip brings extensive practical knowledge of hospital operations and has served in numerous leadership positions including:

- **Senior Vice President, Premier Performance Services**
- **Senior Health Industry Executive, Juran Institute.**
- **President, HCA Atlanta Health System**
- **President/CEO, HCA West Paces Medical Center in Atlanta**

Internationally Recognized Speaker

Chip is an internationally recognized speaker and keynotes many leading conferences, including the National Patient Safety Summit, Evidence-based Medicine Summit, JCAHO, AHA, Institute for Healthcare Improvement, Australia Minister of Health Conference, National Healthcare Forum and Ontario Hospital Association. Chip was selected by the European Organization for Quality to head the European Demonstration Project in December 1994. As a recognized author, he has served on the editorial advisory boards of ACHE's Health Administration Press, Aspen's Quality Management in Healthcare, Quality Progress and the AHA's National Healthcare Forum.

Preferred Trainer and Executive Coach

Chip is the leading executive faculty on the effective use of Lean-Six Sigma in healthcare for ACHE and ASQ. Chip has personally trained over 10,000 executives in such prestigious organizations as IBM, Veterans' Administration, PruCare, Kaiser, the U.S. Navy, Premier, VHA and ASQ.