

Lean Six Sigma for Healthcare: *Changing Business for the Better*

Lean Six Sigma is a business strategy that combines the methodologies of Six Sigma and Lean into one seamlessly integrated strategy for excellence. Six Sigma is a structured approach that uses statistical tools to find the root causes behind problems in order to drive processes toward near-perfection. Lean utilizes a unique set of tools to streamline processes to enhance performance by eliminating unnecessary non value added steps. Together, they pack a powerful punch to improve business.

In healthcare, where resources are often scarce and time is a precious commodity, it is important to build processes as lean and defect-free as humanly possible. Healthcare businesses face liability and compliance risk because of daily errors, while labor efficiencies suffer as a result of repetitious review and rework. Errors that may seem minor on the surface can eventually cause real frustration for everyone involved and persist at reducing customer satisfaction and profit.

Why do these things occur? Instead of rounding up the usual suspects, resorting to finger-pointing or relying on intuition, Lean Six Sigma improvement teams trust methods to identify and address the source of the problem, driving continual focus to eliminate errors and improve the overall process. Teams gain the knowledge, practical skills and tools they need to remedy the urgent quality problems while enhancing client service and support significantly, creating an immeasurable difference in people. It is not intended to target changes in clinical medical procedures, nursing care or to eliminate employees. **Lean Six Sigma's only objective is to eliminate waste in all tasks and processes that provide no value so that more time can be dedicated to running a world-class business.** Transforming culture to one that continuously strives for perfection and empowers positive change ultimately translates into better patient care and staff satisfaction while providing greater financial results.

Benefits

Health care organizations are turning to these Lean Six Sigma programs to:

1. **Improve patient care and satisfaction**
2. **Better utilization of staff, facilities and resources**
3. **Increase capacity, productivity and throughput**
4. **Improve staff satisfaction and retention**
5. **Create stronger, more efficient, process-focused organizations**
6. **Reduce costs and improve financials**

Why Select QPS?

QPS provides the consulting and training that clients need to understand their potential to improve, develop a vision of excellence and implement a dynamic plan to achieve it. Our services give providers the tools they need to reduce costs while improving their quality using a comprehensive, empowering system that gives teams in every function the tools and support they need to achieve quality breakthroughs, enhance client service and solve costly problems.

Real Results

Today's health care organizations have to reduce their costs, improve the quality of care and meet stringent guidelines to remain competitive and stay in business. Lean Six Sigma provides the tools to evaluate performance identify organizational strengths and align patient care strategies with the business, using best-in-class solutions for healthcare quality.

To discuss this program in detail or determine your needs, please call us at (508) 987-3800 or e-mail info@qpsinc.com. Our website at www.qpsinc.com offers specific course information and schedules.

Quality and Productivity Solutions, Inc. is a well-qualified team to assist in implementing Lean Six Sigma because of our expertise on both topics. With over 20 years experience in the areas of quality and operations, our knowledge, understanding and service are unmatched in the industry. Experts in the field of healthcare, QPS consultants have trained and implemented all types of business improvement in healthcare, and have managed several successful lean projects from start to finish. We have a unique method for selecting and deploying improvement projects that **maximize break-through results**.

The QPS **Lean Six Sigma Training Program** integrates process improvement tools and statistically based methods to identify inefficiencies, whether they are driven by variation, process flow or error related issues. It provides a practical approach to understanding lean principles for all levels in any type of businesses. This program and our enduring support guides facilitators, team leaders and team members from their first meeting through the completion of a successful improvement project. We customize this training for each of our clients, doing all that is needed to set up a successful program for your business.

Learn how a Lean philosophy stacks up to other concepts and why it works hand-in-hand with Six Sigma and ISO 9000 to take you to the top of your industry and keep that competitive edge. We share our knowledge, experience and skills with you to **improve**:

- Cost
- Quality
- Delivery
- Flexibility
- Throughput
- Productivity
- Market Share

QPS offers many courses taught both on-site and for the public. We are New England's leading training provider, working to bring tools to businesses become world class; using the resources they already have. Contact us at info@qpsinc.com for more detail today!

The QPS **Lean Six Sigma Program** provides offer practical training and mentoring support for all levels of the organization, through the following **courses**:

- **Lean Six Sigma Management Overview**
- **Lean Six Sigma for Champions**
- **Lean Six Sigma Yellow Belt**
- **Lean Six Sigma Green Belt Certification**
- **Lean Six Sigma Black Belt Certification**
- **Lean Six Sigma Master Black Belt Certification**
- **Design for Six Sigma Overview**
- **Design for Six Sigma Certification**
- **Leadership and Change Management**
- **Strategic Planning**
- **Coaching and Mentoring**
- **How to Implement Lean Six Sigma**
- **Building a Great Service Culture**
- **Improving Customer Satisfaction**
- **Facilitating Groups & Teams**
- **Service Measurements and Methods for Excellence**
- **Process Auditing**
- **Corrective and Preventive Actions**
- **Train the Trainer**
- **Skill Improvement Workshops**
- **Team Management**
- **Lean Supply Chain**
- **Value Stream Mapping**
- **How to lead A Kaizen Workshop**
- **Lean Expert Certification**
- **Process Mapping & Process Management**
- **Risk Management**
- **Basic Statistics**
- **Mistake Proofing**
- **Team Building**
- **Process Improvement**
- **5S and Visual Controls**
- **Standardized Work**
- **Just-In-Time**
- And so much more...

Call us at 508-987-3800 or visit our website www.qpsinc.com for a complete listing and current course schedule. We customize our training to your needs, at your convenience.