

TPMG Consulting

“Improving patient outcomes and satisfaction while driving down the cost of care!”

Lean Green Belt Certification In Healthcare On-Campus Training Brochure



Implementing a Culture of Continuous Improvement

High Quality, Affordably Priced Training Services

TABLE OF CONTENTS

Introduction	3
Lean Transformation Excellence in Healthcare Delivery	4
Training Service Descriptions	5
Training Service Pricing	6
Contact information	7

Introduction

The Performance Management Group LLC

An Arizona Limited Liability Company (established in 1998)

Our Mission:

Helping public and private sector organizations become more productive, efficient & cost effective.

Our Structure:

We are a closely held group of consultants who consistently employ the signature TPMG performance improvement approach through specialized services including: Lean Six Sigma, The Balanced Scorecard, Performance Analytics, Non-Value Added Analysis, Activity Based Costing and Strategy Consulting. Our company details are as follows:

Address: P.O. Box 44989 Phoenix, Arizona 85064	NAICS Codes:
Email: info@helpingmakeithappen.com	<ul style="list-style-type: none"> 541611 Administrative Management & General Management Consulting Services
Phone: 602.692.5073 CAGE Code: 3SDW3	<ul style="list-style-type: none"> 541614 Process, Physical Distribution, and Logistics Consulting Services
DUNS Number: 144166969	<ul style="list-style-type: none"> 611430 Professional and Management Development Training



"Improving patient outcomes and satisfaction while driving down the cost of care!"

Lean Transformation for Healthcare

What is Lean Management?

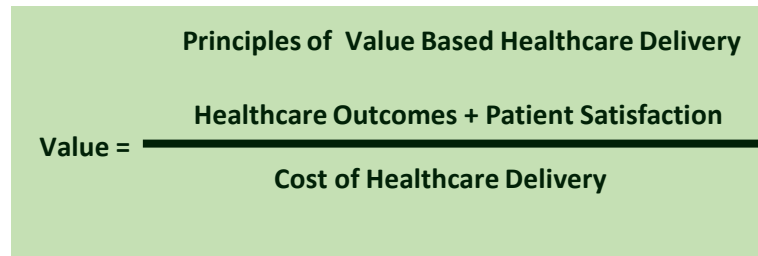
Lean management refers to a company's style of operational excellence. Made popular by the Toyota method of production, also known as Total Productive Maintenance (TPM); lean thinking was given life in North America as a result of the work of MIT researchers led by James Womack, Daniel Jones and Daniel Roos, "The Machine that Changed the World." The objective of lean management in healthcare is to create value for a healthcare delivery organization. *Value in healthcare* is "expressed in terms of the quality of healthcare outcomes and satisfaction of patients divided by the cost to produce those outcomes – over the continuum of care."

In our attempt to keep things simple, TPMG describes lean management as:

- ❑ A "quality improvement business practice" that strives to produce perfection in the delivery of products and services. "Process Perfect"
- ❑ A "method of management" that uses facts, information and data to make decisions and manage business performance.
- ❑ A "problem solving method" that identifies root causes to problems and determines permanent solutions.

From an operational perspective, the value proposition of lean transformation is to improve the quality of work. Improving quality creates a "chain reaction". When a provider organization improves quality, their costs go down. Their costs go down to the tune of 20 – 40% of total operating expenses. The cost reduction occurs because the expense of wasted effort, reworking problems, correcting medical errors, re-admitting patients, and correcting invoices is eliminated. As rework goes down, productivity naturally improves. Productivity improves because of the more efficient use of human time & effort, technology and working capital in value added care activities. Improved productivity creates of better patient outcomes. Better patient outcomes and the elimination of non-value added cost leads to greater profit margins and enhanced economic value. The additional economic value funds growth and innovation, which leads to improved healthcare quality and high value jobs.

From a patient perspective, implementing lean management also creates a "chain reaction." When a provider organization implements lean management, they continuously adapt their services to exceed patient needs, attitudes and perceptions. They accomplish this by translating the voice of the patient into operational requirements and structuring their systems and processes to continuously exceed those requirements. Over time, they capture the market with better healthcare outcomes, greater patient satisfaction and a superior reputation as a healthcare delivery organization.



Lean Management Training Descriptions

Lean Excellence in Healthcare Delivery Training Programs – On Campus Green Belt Certification



Lean Management Green Belt Certification Training

This 1 – 2 week course provides Green Belt candidates with the understanding of Lean Management and Six Sigma improvement tools for continuous improvement. They also learn project management fundamentals for Black Belt projects and how to lead small scale improvement projects. Topics addressed are healthcare oriented and include but are not limited to:

1. Roots of Lean Management
2. Analyzing Performance
3. Value Stream Analysis
4. Traditional Flow Charting
5. The Voice of the Customer
6. The DMAIC Method for Continuous Improvement
7. Rapid Improvement Events (RIE)
8. Kaizen
9. Tools for Continuous Improvement
10. Management by Fact – Structured Problem Solving
11. Lean Fundamentals for Healthcare Organizations
12. Team Dynamics and People Skills
13. Deploying the Lean Management System

This unique course is particularly applicable in processes where quality improvement and cycle time reduction are critical for organizational success. Successful completion of the Green Belt course requires attendance of all sessions of training, passing the certification exam with a grade of at least 80%. The successful completion of a green belt certification project is optional.

Green Belt Certification for Healthcare



Training Service Pricing

High Quality, Affordably Priced Consulting Services

On Campus - Lean Excellence in Healthcare Delivery Training Programs – Pricing Structures

Training Service	Per Session Rate*	Maximum Number of Participants
Lean Management Green Belt Certification Training	\$15,755.00	25
Lean Management Green Belt Certification Training	\$10,725.00	10

*Cost includes courseware, software application, certification

Each candidate will receive:

1. 330 + page hard copy of the Lean Six Sigma in Healthcare Delivery Green Belt Certification manual.
2. Software application for the lean six sigma tool kit.
3. Certification project coaching and master black belt mentoring (optional).
4. Green belt certification exam proctoring and grading.
5. 6 continuing educational units (ANSI CEUs).
6. 60 professional development units (PMI PDUs).

Lean Transformation for Healthcare

High Quality, Affordably Priced Consulting Services

We provide resources:

- To provide on-campus training and certification events
- For healthcare improvement initiatives
- For workshops and Kaizen events
- For lean transformation coaching and advisory services
- For lean program management adoption

Let us show you what a High Quality, Affordably Priced consulting firm can do for you!

Contact us today!

The Performance Management Group LLC

Professional Services Consulting

P.O. Box 44989

Phoenix, AZ 85064

Email: info@helpingmakeithappen.com

Phone: 1.602.692.5073

www.helpingmakeithappen.com