

QHR Lean Boot Camp

1573 Mallory Lane, Brentwood, TN 37027

April 14 - 16, 2020

AGENDA

TUESDAY, APRIL 14, 2020

7:30 – 8:00 a.m.	CONTINENTAL BREAKFAST	Quorum Dining Hall
8:00 – 8:30 a.m.	Welcome & Introductions	Terry Norris
8:30 – 9:00 a.m.	Lean History	Nick Collins
9:00 – 9:45 a.m.	Lean Tenets and Principles	Terry Norris
9:45 – 9:55 a.m.	BREAK	
9:55 – 10:25 a.m.	Measuring Success	Nick Collins
10:25 – 11:05 a.m.	Rapid Improvement Events (RIEs) A3 & Problem Solving	Terry Norris
11:05 – 11:15 a.m.	BREAK	
11:15 – 11:45 a.m.	Voice of the Customer (VOC)	Terry Norris
11:45 – 12:45 p.m.	LUNCH	
12:45 – 1:00 p.m.	Case Study	Terry Norris
1:00 – 1:45 p.m.	5S & Gemba Walk	Terry Norris
1:45 – 1:55 p.m.	BREAK	
1:55 – 2:25 p.m.	SPC, COPQ, & Waste into Dollars	Xavier Jimenez
2:25 – 2:55 p.m.	Process Observation	Nick Collins
2:55 – 3:05 p.m.	BREAK	
3:05 – 3:25 p.m.	Visual Management	Nick Collins
3:25 – 3:55 p.m.	Mistake Proofing	Terry Norris
3:55 – 4:10 p.m.	Review of Day 1 & Adjourn	Terry Norris

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WEDNESDAY, APRIL 15, 2020

7:30 – 8:00 a.m.	CONTINENTAL BREAKFAST	
8:00 – 8:15 a.m.	Quiz Questions	Terry Norris
8:15 – 9:00 a.m.	Team Exercise (Spaghetti Tower)	Nick Collins
9:00 – 9:10 a.m.	BREAK	
9:10 – 9:40 a.m.	Value Stream Mapping	Terry Norris
9:40 – 10:40 a.m.	Value Stream Mapping Exercise	Terry Norris/Nick Collins
10:40 – 10:50 a.m.	BREAK	
10:50 – 11:45 a.m.	Value Stream Mapping Exercise	Terry Norris/Nick Collins
11:45 – 12:45 a.m.	LUNCH	
12:45 – 1:00 p.m.	Case Study	Terry Norris
1:00 – 1:30 p.m.	Standard Work & Workload Balancing	Terry Norris
1:30 – 1:50 p.m.	Inventory Management: Kanban	Nick Collins
1:50 – 2:00 p.m.	BREAK	
2:00 – 3:00 p.m.	Lean Management & Culture	Terry Norris
3:00 – 4:00 p.m.	Alphabet Game	Terry Norris/Nick Collins
4:00 – 4:15 p.m.	Review of Day 2 & Adjourn	Terry Norris

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THURSDAY, APRIL 13, 2020

7:30 – 8:00 a.m.	CONTINENTAL BREAKFAST	
8:00 – 8:15 a.m.	Quiz Questions	Terry Norris
8:15 – 9:00 a.m.	Creating an Environment of CQI (Kaizen)	Cathy Stern
9:00 – 9:10 a.m.	BREAK	
9:10 – 9:20 a.m.	Case Study	Terry Norris
9:20 – 9:40 a.m.	Engaging Physicians in Process Improvement	Cathy Stern
9:40 – 10:20 a.m.	Lean Healthcare: Sustaining the Practice through Structure and Accountability	Cathy Stern
10:20 – 10:30 a.m.	BREAK	
10:30 – 11:00 a.m.	Making Lean Work	Terry Norris
11:00 – 11:30 a.m.	Planning Session: Your Monday Morning Game Plan	Terry Norris
11:30 – 12:15 p.m.	LUNCH	
12:15 – 2:15 p.m.	Quorum Lean Healthcare Certification Exam*	Terry Norris

*The QHR Lean Healthcare Certification Exam will be offered online at the close of the Lean Boot Camp. You will have up to two hours to complete the exam. Those who wish to take the exam online following the program will have 7 business days to complete the test online.

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DISCLOSURES

Successful Completion of the Continuing Nursing Education Activity:

In order to receive full contact-hour credit for this CNE activity, you must:

- Be present no later than five (5) minutes after starting time,
- Remain until the scheduled ending time,
- Sign in at the registration desk each morning, and
- Complete the program evaluation.

Conflicts of Interest

A conflict of interest occurs when an individual has an opportunity to affect educational content about health care products or services of a commercial interest with which she/he has a financial relationship. No conflict of interest has been disclosed.

Accreditation Statement

QHR Learning Institute is an approved provider of continuing nursing education by the Tennessee Nurses Association, an accredited approver of continuing education by the American Nurses Credentialing Center's Commission on Accreditation.

Participants who attend at least 85% of the program and complete a course evaluation will earn up to 15.90 contact hours.

Note: Certificates will be posted on the program website within one week of program completion.