



Lean Healthcare

NC State University Industry Extension Services (IES) offers continuous improvement programs for the healthcare sector focused on workforce, customers, leadership, strategic planning, process management, measurement and results for increased quality of patient care and safety.

Establishing and refining standardized processes ensures quality work is performed every time, with the fewest number of steps, and with a greater reduction of errors. NC State University IES clients have improved their processes and achieved sustainable, award-winning, world-class operations by implementing Lean Healthcare programs, OSHA health and safety education, Cybersecurity best practices and Performance Excellence Coaching training.

About Lean Healthcare

Lean Healthcare is a proven methodology that focuses on enhancing “real work”—what is really of value in every facet of the patient experience and your healthcare organization—and fundamentally changing how people throughout your organization think, approach problems and take on daily challenges. Rigorous application of Lean Healthcare can:

- Improve productivity and quality with no increase in risk or cost
- Increase efficiency in the pharmacy, labs and administrative departments
- Reduce patient waiting times and create safer handoffs

Lean Healthcare helps management and employees alike embrace a culture of continuous improvement and commit to making it part of their daily work.

We Can Help.



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Learning Objectives

- Introduce participants to the Lean philosophy and the application of basic Lean tools.
- Apply Lean tools using multiple rounds of a hands-on process simulation.
- Demonstrate the use of tools such as 5S, Takt Time, and Poka-Yoke during the simulation rounds.
- Understand the importance of Standard Work and the keys to long-term success.

Who Will Benefit from a Lean Healthcare Program?

This course is targeted toward healthcare professionals looking to establish a solid foundation in the principles and tools used to improve healthcare processes and systems, such as:

- Direct care providers
- Physicians
- Healthcare managers
- Executives
- Lean/change professionals
- Human service professionals

Lean Healthcare has been used to:

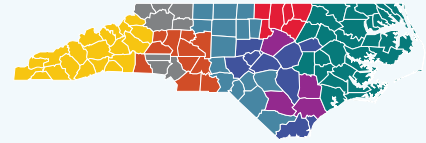
- Reduce patient waiting times
- Improve the availability of supplies
- Increase efficiency in the pharmacy and lab
- Eliminate medication errors
- Tackle hospital-acquired infection



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Industry Extension Services

We Can Help.

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NC State University Industry Extension Services, established in 1955 as the outreach team for the NC State University College of Engineering, provides resources, tools and customized training programs to help businesses survive, thrive and grow.

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