

2019 Lean Healthcare Exchange Breakout Sessions

SESSION TRACKS

Learning - materials and concepts targeted at attendees inexperienced in the topic being discussed

Practicing - aimed at practitioners who have experience in the topic area and are looking to expand their knowledge with additional tools and techniques

Advancing - aimed at attendees with significant experience with the topic that want to push the envelope of what is possible in the proposed topic area

Breakouts will be filled on a first come, first seated basis.

Morning Breakouts: 11:15am – 12:30pm

A. Culture Transformation using a Lean Leadership Philosophy

Kattee Eliasson and Cindy Werkheuser, Monroe Clinic, Monroe, WI

Track: Advancing

Using a blend of Lean Leadership, customer service standards and coaching to performance, Monroe Clinic transformed its performance over a ten year period. Learn how Lean Tools can lead an organization to exceptional performance.

Session objectives:

- The relationship between Lean Tools and increased employee engagement
- The role of a Lean Management System in driving change
- How customer service standards and Lean Tools lead to accountability and change

B. The Change Process - Why Change Efforts Fail

Joel Bennett, Veel Hoeden Consulting

Track: Learning

The ugly truth is that the majority of change management efforts within organizations fail, even when supported by solid logic, extensive planning, and extreme investment in capital. This session will examine how organizations can maximize their opportunity for success by considering the results of recent scientific research around change and human brain science. During this session, we'll review the

Kulber-Ross and Satir Change Curves and examine why change efforts fail in organizations. We'll also examine the importance of building new habits within the change management process to maximize the chance for success.

Session Objectives:

- Understand the research and behavioral science behind why organizational change efforts are so challenging to complete successfully
- Understand the roles leaders and influencers have in explaining and stewarding change management efforts to improve their odds of success
- Understand that organizational change can best be accomplished through viewing it through the eyes of the individual; the new habits they'll need to adopt, as well as providing the resources to make the jump to those success habits

Afternoon Breakouts: 1:30pm – 2:45pm

C. 100 Day WorkOut: Create an Improvement Movement

Corey Reuter and Sarah Guenther: UnityPoint Health

Tracks: Learning, Practicing

When improvement efforts struggle to get off the ground, or if you're looking to reenergize your current improvement efforts, 100 Day WorkOut is a viable solution.

UnityPoint Health successfully conducts 100 Day WorkOuts across its organization to supercharge its improvement efforts. We'll dive into the specifics of a 100 Day WorkOut, as well as the support needed from leaders, PI professionals, and team members engaged in the effort. Then, we will share how we leverage technology to manage this work. Finally, we will share the financial impact from this initiative.

Session Objectives:

- Learn what a 100 Day WorkOut is
- Learn how to structure and support it
- Learn how to monetize this effort

D. 2nd Stage Implementation of Improvement: Getting through the planning and pre-requisite approval stage was just the beginning

Scott Alvarado: University of Iowa Hospitals & Clinics – Anesthesia

Track: Advancing

Organizing and obtaining the initial understanding to build your improvement culture is only the first stage. Assembling a team, prioritizing goals, and employing improvement tactics and tools are the outward signs of 2nd stage. What are the inward signs? How should you structure the new improvement culture inside your daily management efforts? What strategic decisions should you make now that your

short term tactical decisions are in place? Draw from our experience and analysis of instituting the 2nd Stage Improvement Culture at a major state university's academic medical center to help you transition to solutions through shared understandings.

Session Objectives:

- Identify the elements in play that distinguish a 2nd Stage of implementation from the previous and later stages of the process. Build on the resources you have and assess the needs rapidly
- Focus and target your efforts to design methods that align with the current state operations. Clear recognition of alignment increases your outreach, value, and utilization of effort
- Review daily management efforts and compare them to the long term strategic needs of the organization. Create clear metrics that align with key behaviors to create value and utility while accomplishing change and adoption without clutter or ambiguity

E. A Quality & Lean Foundation for "Cancer's Newest Miracle Cure": CAR T Cell Therapy Program Design using Quality & Lean Management Fundamentals

Alisha Loy and Shelia Ouverson - University of Iowa Hospitals & Clinics

Track: Learning, Practicing, Advancing

In this breakout, you will learn how a quality and Lean strategy approach was utilized in program design. You will hear how the assembly of a working group, core operations teams, executive committees, and barrier removal was utilized to create and implement the CAR T Cell Therapy Program. You will hear how the use of full life cycle of service perspective in the decision making process prompted utilization of members working together. You will learn how waste identification occurred at the points of design requirements and features, allowing a process to be created that minimizes waste and reduces risk of process defects. Lastly, you will learn about the key tools that were utilized to support the planning and implementation process; these included the use of a Logic Model, Project Timeline, Process Maps, Standard Operating Procedures, Risk Assessment and Dashboard.

Session Objectives:

- Attendees will learn the core fundamentals for a learning culture, which values each individual for their knowledge, experience, and abilities
- Attendees will understand the use of team composition and structures of completing work while removing barriers
- Displays of strategy with quality and Lean Tools will provide attendees with models for use in their own areas of expertise
- Attendees with a daring perspective will ask themselves the question of: "how does this incredible work translate to my world?"