

Online Lean Healthcare Green Belt

Introduction

Designed by LEI Group in association with the Australian Healthcare and Hospitals Association (AHHA), this 3-month online program provides participants with a comprehensive overview of Lean thinking and its effective application in healthcare. It outlines and demonstrates the essential Lean tools and practices that can be applied in a healthcare environment to decrease costs, increase efficiency and quality of service, improve patient and employee satisfaction and create an ongoing culture of continuing improvement. The program develops staff to a point where they are competent in leading continuous improvement initiatives independently.

Target Audience

Commitment and support for Lean in any organisation needs to come from the top down for support and from the bottom up for implementation. With this in mind, the program is appropriate for a diverse range of individuals. Healthcare professionals at all levels will benefit by learning how to use the core concepts, tools and practices of Lean to optimise processes and create ongoing and sustainable improvements. The program will find relevant application within public and private healthcare organisations for functions/roles that include hospital executives, department directors, healthcare staff in hospitals; long term and community care (consultants; nursing; therapists; laboratory technicians; pharmacists) and service staff (finance, admin, nutritional services, catering, supply chain etc.). It is also suitable for individuals and professionals who wish to further their future career/promotional prospects in healthcare.

Program Benefits

The process of certification offers a number of important benefits for the individual and the organisation:

- Green Belt project savings of between \$40,000 - \$50,000 typically achieved
- Ensures immediate practical application through the requirement to undertake a project
- Delivers a return on investment through successful project completion
- Provides access to a support base of mentors with a wealth of knowledge of Lean and its implementation across healthcare
- Strengthens and accelerates Lean strategic deployment across the organisation
- Helps foster a culture of sustainable continuous improvement
- Increases standards of competence and quality
- Develops a consistent and standardised level of knowledge across the organisation
- Provides a qualification that is recognised internationally

In summary, individuals are hugely supportive of the Leading Edge Group's Lean certification programs and clearly seek an achievement reward for their efforts – something that can enhance future career prospects. Equally, the organisation gains an immediate return through increased internal "Lean" capacity and immediate cost savings/efficiencies – a win-win for both parties.

Structure

The program consists of the following 10 on-line lessons:

1. Introducing Lean Thinking
2. Applying Lean to Healthcare
3. Lean Healthcare Tools & Practices 1: Improving Process Flow
4. Lean Healthcare Tools & Practices 2: Reducing Variation and Improving Quality
5. Value Stream Mapping (VSM)
6. Kaizen
7. 5S
8. Implementing Lean and Six Sigma in Healthcare
9. Managing Change Resistance
10. The Roadmap to Lean Implementation

Each lesson provides content incorporating real world case study examples of Lean applications in the healthcare sector, along with useful in-line questions and assessments to enable participants track and gauge their progress.

Participant Workbooks

Participants receive soft copy participant workbooks that contain the content of each lesson as well as resource references, further reading and suggested exercises to help enhance understanding and learning. The workbooks also contain a journal of learning to enable participants reflect on each lesson and the knowledge they have gained as they progress through the program.

Supplementary Resources

Supplementary on-line resources in the form of case studies, presentations, articles and recommended URLs and publications are provided for students to download.

Expert Mentoring

Full on-line mentoring support is provided throughout the program. This involves:

- Providing any clarification on subject matter queries
- Advising on suitable project selection and scoping
- Supporting participants as they undertake the project and prepare for the final exam

Participants can send an email to their assigned mentor at any time and will receive a response within 2 working days. Our mentors have extensive and demonstrated knowledge of Lean and its application in healthcare.

Program Delivery

The program can be undertaken by individuals at any time through on-line distance learning study. Participants receive 6-month access to our Learning Management System portal (Moodle) from where they can log in at their convenience and launch each lesson, take prep exams, view and download on-line resources and interact with fellow participants and experts via the Lean discussion forum.

The program can also be delivered in a classroom setting where an organisation registers a minimum of 10 participants at one time. Five classroom sessions will explore, in detail, the program content and how it relates to the client, while supporting and focusing on various aspects of the projects/assignments being undertaken.

Program Assessment

The assessment model that exists for the program is based on two components:

- 1) Project implementation (50%)
- 2) Final on-line examination (50%)

Project Implementation

Participants complete an in-house project whereby they aim to focus on an area within their organisation and use some of the Lean concepts, tools and practices covered in the program to initiate and implement quantifiable improvements. Guidelines for project selection, completion and submission are provided at the outset of the program and participants are required to complete a charter for approval before embarking on the project itself.

Final On-line Examination

Once the project report has been submitted and lesson study complete, participants need to undertake a final on-line exam to achieve certification. The final exam covers all program content. The examination is on-line, open book and 100 minutes in duration. Participants undertaking the exam are required to nominate a third party proctor to verify their identity as the participant who completed the exam in the designated time frame without any assistance. The identity of the proctor is agreed and finalised with the participant prior to the exam itself.

Certification Body

The Australian Healthcare and Hospitals Association (AHHA) is the independent membership body and advocate for the Australian healthcare system and a national voice for high quality healthcare in Australia. LEI Group is proud to partner with the Australian Healthcare and Hospitals Association to prepare healthcare professionals and organisations to increase efficiencies and improve organisational performance through the delivery of a series of Lean Healthcare educational programs at Yellow, Green and Black Belt levels.