

Online Lean Healthcare Yellow Belt

Introduction

The online Lean Healthcare Yellow Belt is a self-paced program that provides participants with an overview of the basic principles of Lean Thinking and outlines the essential Lean tools and practices that can be applied within a healthcare organisation to increase service efficiency and quality, improve satisfaction and reduce waste.

It aims to create not only a basic level of Lean awareness, but an understanding of the benefits that can be achieved by following Lean best practice. This program is typically delivered to those individuals directly involved or in the process of being involved in a Lean project or organisation-wide Lean change program, or have been asked to contribute as part of a Lean project improvement team.

Program Benefits

Participants achieve the following learning benefits from the program:

- Gain an understanding of Lean and its applicability across the healthcare continuum
- Gain an understanding of what it means to you and your organisation
- Develop an understanding and basic proficiency in using core Lean Healthcare tools and practices

Structure

The program includes video tutorials on six topics as well as required readings. Participants undertake an interactive case study whereby they apply the concepts taught in a real world healthcare scenario. An on-line quiz is provided for each topic to help gauge learning.

Participants also receive access to an on-line mentor who will provide subject matter expertise and support throughout the program as well as feedback on the case study undertaken. Additional resources including videos, a Lean glossary, while Lean templates are also provided.

Content

Lesson 1: Lean Thinking

- Introduction to Lean
- The principles of Lean
- Lean in healthcare

Lesson 2: Initiating a Lean Activity

- Selecting a process
- Defining the activity
- Introducing the customer and process

Lesson 3: The 8 Wastes

- MUDA, MURA and MURI
- Value-add V non-value added activities in healthcare
- Healthcare wastes

FOR MORE INFORMATION:
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Lesson 4: Lean Tools

- Kaizen
- 5S
- Standard work
- Takt time
- Work balancing
- Spaghetti diagrams
- Kanban
- Single piece flow
- Visual workplace
- Mistake proofing

Lesson 5: Value Stream Mapping (VSM)

- Introducing VSM

Lesson 6: Problem Solving

- Problem solving frameworks – DMAIC and PDCA
- The 5 Whys
- Fishbone diagrams

Program Assessment

60-minute on-line examination with 40 multiple choice questions. Participants undertaking the exam are required to nominate a third party proctor to verify their identity as the participants 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.

Program Duration

The program is typically completed within four weeks. However, participants receive a two-month license.

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.



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