



North Carolina Center  
for  
Hospital Quality and Patient Safety

# Designing Reliable Healthcare Processes

August 6, 2010  
8:00 AM - 5:00 PM

North Carolina Hospital Center  
2400 Weston Parkway • Cary, NC 27513-5519

## OVERVIEW

Teams will use IHI's 3 Step Methodology for Reliable Design to improve their selected process. Throughout the day, they will apply the reliability design techniques to their processes. They will assess, map and measure their process; and identify potential process breakdowns and respective design-in-quality techniques.

## INSTRUCTOR



### Ron Erickson, MBB

Ron Erickson is president and founder of the Institute for Process, Leadership, and Quality Improvement, a consulting firm dedicated to implementing Lean Six Sigma in healthcare. For 15 years, Ron put into practice Crosby's Quality Improvement Process, Deming's Continuous Improvement Process, and Juran's Breakthrough Improvement Process at three major companies. He spent 5 years consulting with and training executive teams at 10 of the top Fortune 100 companies in Total Quality Management.

For 8 years, Ron led the Lean Six Sigma initiative for a national company across 35 sites around the U.S. During this time, he personally led over 50 Kaizen events (Lean) and facilitated over 100 DMAIC projects (Six Sigma). Over the past 6 years, Ron has worked exclusively with healthcare organizations in implementing Lean Six Sigma. Ron has an undergraduate degree in Mathematics, with graduate work in Industrial Engineering and Statistics. He was an examiner in the first year of the Baldrige National Quality program and was an ISO 9000 Lead Auditor. As a Lean Six Sigma Master Black Belt, Ron has trained and certified 500+ Black Belts and Green Belts.

## LEARNING OBJECTIVES

- Define process, quality, reliability, error, defect
- Categorize your processes in one of the 7 most common healthcare processes
- Use one or more of the 5 mapping techniques to map your processes
- Create 2 common charts to measure the reliability of your healthcare processes
- Identify the 10 error states in your healthcare process
- Identify the 6 possible defect outcomes in your process
- Describe how the error states correlate to the defect outcomes in your process
- Explain how design-in-quality differs from traditional quality control
- Apply mistake proofing and error alert techniques to your process
- Create an effective measure for maintaining reliability
- Apply management strategies to your process
- Develop an implementation plan and schedule to increase the reliability of your process

## TARGET AUDIENCE

Teams of healthcare directors, managers, or supervisors. Teams of three to five are ideal; all members should be very familiar with a process targeted for improvement.

## EDUCATION CREDIT

Northwest Area Health Education Center (AHEC) of Wake Forest University School of Medicine and a part of the North Carolina AHEC Program will provide .625 CEUs (6.25 Contact Hours).

*Nurses: This educational activity (6.25 contact hours) can be applied toward your continuing competence plan for maintaining your current licensure with the North Carolina Board of Nursing.*

## AGENDA

8:00 - 8:30 AM	Check-in and Continental Breakfast
8:30 - 8:45 AM	Welcome, Introductions, Overview
8:45 - 9:15 AM	Basics of Reliable Design
9:15 - 9:45 AM	Process Mapping
9:45 - 10:00 AM	BREAK
10:00 - 11:00 AM	Measuring Your Process Reliability
11:00 AM - 12:00 PM	LUNCH
12:00 - 2:00 PM	Defect Identification and Prevention
2:00 - 2:15 PM	BREAK
2:15 - 4:15 PM	Managing and Motivating Behavioral Change
4:15 - 4:30 PM	Next Steps and Wrap-up
4:30 - 5:00 PM	Conclude

## MEETING REGISTRATION (Space is Limited)

NCHA Member Hospital Registration Fee: *Free*

Non-Member Early Registration Fee (through July 9) : **\$200**

Non Member Registration Fee (after July 9) : **\$250**

To register visit <http://www.ncha.org/meetings/?event=1069>

Registration Closes **July 23, 2010**

**Cancellation Policy:** Cancellations received by July 23 will be refunded. After July 23, no refunds will be given to cancellations or no shows, but substitutions are allowed.

**\*Registering for this program authorizes the NC Quality Center to take pictures to be used for Quality Center publications, website, and presentations.**

Contact the Project Manager, Latoshua LeGrant at [lgrant@ncha.org](mailto:lgrant@ncha.org) or 919.677.4134 with any additional questions.