LHA MANAGEMENT CORPORATION EDUCATION PROGRAM

IN-PERSON OFFERING • PHONE: 225-928-0026 • LHAONLINE.ORG

PLA 300: Principles of High Reliability with LEAN Six Sigma

This educational activity is Jointly provided by AXIS Medical Education and LHA Management Corporation

2024 DATES
Wednesday, March 20
Wednesday, April 24
Wednesday, June 12
Wednesday, August 14
Wednesday, October 16

LOCATION
LHA Conference Center
2334 Weymouth Drive
Baton Rouge, LA 70809

WHO SHOULD ATTEND
Open to any physicians who have participated in any PLA 100 or PLA 200 series.

The physician leader and the hospital benefit greatest from the multi-disciplinary team-based process redesign when an additional leader is also committed to gaining Green Belt Certification. Best candidates come from pharmacy, quality department leadership, or nursing leadership.

ADDITIONAL INFORMATION

EDUCATION CALENDAR

HOTEL WITH LHA GROUP RATE

OVERVIEW:
Consistent with the Joint Commission's emphasis on high reliability, the healthcare industry is rapidly identifying the need to transform processes and culture by implementing principles of high reliability, such as LEAN Six Sigma and change management. In this course, LEAN Six Sigma methodology will move from an abstract concept to a practical tool for class participants to champion key initiatives. Physician leaders are ideal to champion these initiatives, which are rooted in the scientific method. In keeping with current statewide initiatives, projects designed to improve the quality, safety, and reliability in surgical and obstetrical care and medication safety will be encouraged.

PROGRAM GOALS
Upon completion of these programs, participants will:

- Earn certification in LEAN Six Sigma (DMAIC) methodology; and
- Apply DMAIC (Define, Measure, Analyze, Improve, Control) methodology to a hospital-specific initiative focused on surgical and/or obstetrical care, and medication safety.

Green Belt Certification will be granted for participants who attend ALL training sessions AND meet project requirements.

AGENDA
LEAN Six Sigma (LSS) certification is best learned through focused training sessions spaced logically to allow for practical application of each phase between sessions. Participants will receive customized coaching sessions between training events.

DEFINE: March 20

- Introduction to LSS; setting projects up for success through defined charters, process mapping, and identifying key metrics

MEASURE: April 24

- How good is your data? Measurement System Analysis; data collection plan, sampling strategy, and leveraging technology

ANALYZE: June 12

- Using statistical analysis to differentiate; hypothesis testing; graphical analysis; visually presenting data for impact

IMPROVE: August 14

- LEAN principles of standardization, visual management, and jidoka; overcoming resistance; piloting improvements; measuring project benefits

CONTROL, RESULTS, SUMMARY AND GRADUATION: October 16

- LEAN principles of measuring project benefits
- Participants will share results to date; collaboration across hospitals; certification will be granted; and next steps will be determined for continual quality improvement.

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COURSE GOALS/OBJECTIVES	AGENDA		TEACHING METHOD
INTRO TO LSS/DEFINE (March 20, 2024)			
Upon completion of this course, participants will be able to: 1. Differentiate various types of performance improvement methodologies, including LEAN and Six Sigma; 2. Create a comprehensive project charter for a LEAN Six Sigma initiative, which includes a problem statement, business case, and scope aimed at improving patient quality and outcomes; 3. Outline Critical to Quality (CTQ) characteristics in a clinical setting; 4. Identify eight types of waste in healthcare; and 5. Define high reliability processes that result in shaping patient safety culture.	8:30 a.m. - 8:45 a.m. 8:45 a.m. - 9:15 a.m. 9:15 a.m. - 10:00 a.m. 10:00 a.m. - 10:10 a.m. 10:10 a.m. - 11:00 a.m. 11:00 a.m. - 11:30 a.m. 11:30 a.m. - 12:00 p.m. 12:00 p.m. - 12:45 p.m. 12:45 p.m. - 1:30 p.m. 1:30 p.m. - 2:00 p.m. 2:00 p.m. - 2:15 p.m. 2:15 p.m. - 2:45 p.m. 2:45 p.m. - 3:15 p.m. 3:15 p.m. - 3:30 p.m. 3:30 p.m.	Kick Off/Introductions Course Overview Intro to LEAN Six Sigma BREAK Expert Speaker – Abx Stewardship DEFINE-Project CTQ CTQ Tabletop Discussion LUNCH DEFINE-Project Charter Charter Tabletop Exercise BREAK DEFINE-Process Awareness SIPOC Tabletop Exercise Define Summary/Next Steps ADJOURN	Combination of lecture, examples, simulation, and discussion Evaluation performed through application to project via tollgate deliverable. (All objectives for every phase are measured via post-test and application to project deliverable.)
MEASURE (April 24, 2024)			
Upon completion of this course, participants will be able to: 1. Develop a comprehensive data collection plan for their LEAN Six Sigma initiative; 2. Calculate adequate sample size and select appropriate sampling strategies; 3. Design and perform a Measurement System Analysis (MSA) for data collection; 4. Collect data on variables that will support hypothesis testing; and 5. Solve quality improvement problems within their healthcare practices through evidence-based, data-driven techniques.	8:30 a.m. - 8:50 a.m. 8:50 a.m. - 9:15 a.m. 9:15 a.m. - 9:45 a.m. 9:45 a.m. - 10:00 a.m. 10:00 a.m. - 10:15 a.m. 10:15 a.m. - 10:30 a.m. 10:30 a.m. - 11:00 a.m. 11:00 a.m. - 11:30 a.m. 11:30 a.m. - 12:30 p.m. 12:30 p.m. - 12:45 p.m. 12:45 p.m. - 1:15 p.m. 1:15 p.m. - 1:45 p.m. 1:45 p.m. - 2:00 p.m. 2:00 p.m. - 2:15 p.m. 2:15 p.m. - 2:30 p.m. 2:30 p.m. - 3:00 p.m. 3:00 p.m. - 3:30 p.m. 3:30 p.m.	Measure Overview CTQ Perf Stds/Spec Limits CTQ Perf Stds Tabletop Exercise BREAK Data Collection Plan Fishbone Group Activity Data Collection (Sampling) Data Collection Tabletop LUNCH MSA Overview Attribute Agreement Attribute Agreement Tabletop Gage R&R Gage R&R Tabletop Exercise BREAK Excel Tips and Tricks Measure Summary and Checklist ADJOURN	Combination of lecture, examples, simulation, and discussion Evaluation performed through application to project via tollgate.
ANALYZE (June 12, 2024)			
Upon completion of this course, participants will be able to: 1. Calculate baseline process performance in terms of sigma (Defects per Million Opportunities); 2. Complete a data analysis plan for LEAN Six Sigma project; 3. Write null hypotheses; 4. Select appropriate statistical tests for hypotheses; 5. Interpret statistical tests to isolate critical variables that impact overall process performance; and 6. Articulate the importance of using data to solve healthcare's most pervasive problems rather than conjecture/assumption.	8:30 a.m. - 8:50 a.m. 8:50 a.m. - 9:10 a.m. 9:10 a.m. - 9:25 a.m. 9:25 a.m. - 9:45 a.m. 9:45 a.m. - 10:00 a.m. 10:00 a.m. - 10:15 a.m. 10:15 a.m. - 10:30 a.m. 10:30 a.m. - 10:45 a.m. 10:45 a.m. - 11:15 a.m. 11:15 a.m. - 12:00 p.m. 12:00 p.m. - 12:30 p.m. 12:30 p.m. - 1:10 p.m. 1:10 p.m. - 1:30 p.m. 1:30 p.m. - 1:45 p.m. 1:45 p.m. - 2:00 p.m. 2:00 p.m. - 2:30 p.m. 2:30 p.m. - 3:15 p.m. 3:15 p.m. - 3:30 p.m. 3:30 p.m.	Analyze Overview Six Sigma Metrics & Goal Setting DPMO Method & Practice Minitab Process Capability BREAK Graphical Analysis Intro Pie/Bar Chart & Graphical Sum Pareto Chart Boxplot/Scatterplot LUNCH Hypothesis Testing/Analysis Plan Chi Square; Two Proportion Test Normality (Anderson Darling) Test for Equal Variances BREAK Two Sample t and ANOVA Moods Median and Correlation Analyze Summary ADJOURN	Combination of lecture, examples, simulation, and discussion Evaluation performed through application to project via tollgate deliverable.

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COURSE OBJECTIVES	AGENDA		TEACHING METHOD
IMPROVE (Aug. 14, 2024)			
Upon completion of this course, participants will be able to: 1. Demonstrate a root cause analysis; 2. Discuss relationships between variables and People, Processes, and Systems/Structure; 3. Differentiate policies and procedures from Standard Operating Procedures (SOPs); 4. Apply LEAN principles of standardization, visual management, and jidoka to robust process design; and 5. Outline approaches to facilitate a Rapid Process Improvement Workshop (RPIW) to engage stakeholders in the development of solutions to result in improved patient outcomes.	8:30 a.m. - 8:50 a.m. 8:50 a.m. - 9:15 a.m. 9:15 a.m. - 9:45 a.m. 9:45 a.m. - 10:00 a.m. 10:00 a.m. - 10:10 a.m. 10:10 a.m. - 10:30 a.m. 10:30 a.m. - 11:00 a.m. 11:00 a.m. - 11:15 a.m. 11:15 a.m. - 11:30 a.m. 11:30 a.m. - 11:45 a.m. 11:45 a.m. - 12:30 p.m. 12:30 p.m. - 12:45 p.m. 12:45 p.m. - 1:15 p.m. 1:15 p.m. - 1:30 p.m. 1:30 p.m. - 2:30 p.m. 2:30 p.m. - 3:00 p.m. 3:00 p.m. - 3:30 p.m. 3:30 p.m.	Improve Overview Root Cause Analysis Table-Top Activity [RCA] BREAK High Reliability Solutions Standard Pig SOP Types Visual Management Jidoka Table-Top Activity [LEAN] LUNCH RPIW Overview RPIW Training BREAK RPIW Simulation Pilot/Implementation Summary ADJOURN	Combination of lecture, examples, simulation, and discussion Evaluation performed through application to project via tollgate deliverable.
CONTROL (Oct. 16, 2024)			
Upon completion of this course, participants will be able to: 1. Explain statistical process control; 2. Outline strategies to build error prevention into process to improve patient outcomes; 3. Complete a comprehensive project control plan; 4. Calculate new process capability, DPMO, and sigma score with statistical significance; 5. Calculate project benefits, such as financial return on investment (ROI); and 6. Measure and report outcome metrics related to project, such as improved clinical outcomes, patient satisfaction, and reduction of errors.	8:30 a.m. - 8:45 a.m. 8:45 a.m. - 9:15 a.m. 9:15 a.m. - 9:45 a.m. 9:45 a.m. - 10:05 a.m. 10:05 a.m. - 10:15 a.m. 10:15 a.m. - 10:45 a.m. 10:45 a.m. - 11:15 a.m. 11:15 a.m. - 11:30 a.m. 11:30 a.m. - 12:00 p.m. 12:00 p.m. - 1:00 p.m. 1:00 p.m. - 3:00 p.m. 3:00 p.m. - 3:30 p.m. 3:30 p.m.	Control Overview Control Plan-Preventing Errors Table-Top Activity [Prevent] Control Plan - Monitor/ Response BREAK Table-Top Activity [Monitor] Project Benefit Summary Table-Top Activity [ROI] Project Closure & Handoff LUNCH Presentation of Projects Green Belt Ceremony ADJOURN	Combination of lecture, examples, simulation, and discussion Final presentation of project to entire group.

MEET YOUR FACULTY

Erin Zeringue, FACHE, CPHQ, is a General Electric Certified Master Black Belt and has certified more than 500 belts in LEAN Six Sigma during the past 9 years. Prior to launching her company, A3 Healthcare, in 2014, Zeringue served as a VP of Quality/Performance Improvement and led the cultural transformation of a large health system.

As a National Patient Safety Foundation Fellow, she engages LEAN Six Sigma on solving complex, clinical patient safety issues and bringing high reliability to the healthcare industry.

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CONTINUING MEDICAL EDUCATION

Accreditation Statement

In support of improving patient care, this activity has been planned and implemented by AXIS Medical Education and the LHA Management Corporation. AXIS Medical Education is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

JOINTLY ACCREDITED PROVIDER™
INTERPROFESSIONAL CONTINUING EDUCATION

Credit Designation for Physicians

AXIS Medical Education designates this live activity for a maximum of 28.25 *AMA PRA Category 1 Credit(s)™.* Physicians should claim only the credit commensurate with the extent of their participation in the activity.

AXIS Contact Information

For information about the accreditation of this program, contact AXIS at info@axismeded.org.

Disclosure of Relevant Financial Relationships

AXIS Medical Education requires faculty, instructors, authors, planners, directors, managers, peer reviewers, and other individuals who are in a position to control the content of this activity to disclose all personal financial relationships they may have in the past 24 months with ineligible companies. An ineligible entity is any organization whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients. All relevant financial relationships are identified and mitigated prior to initiation of the planning phase for an activity.

AXIS has mitigated and disclosed to learners all relevant financial relationships disclosed by staff, planners, faculty/authors, peer reviewers, or others in control of content for this activity. Disclosure of a relationship is not intended to suggest or condone bias in any presentation but is made to provide participants with information that might be of potential importance to their evaluation of a presentation or activity. Disclosure information for faculty, authors, course directors, planners, peer reviewers, and/or relevant staff is provided with this activity.

The **faculty, Erin Zeringue, FACHE, CPHQ**, reported no relevant financial relationships or relationships she has with ineligible companies of any amount during the past 24 months.

The **directors, planners, managers, peer reviewers, and relevant staff** reported the following financial relationships they have with any ineligible company of any amount during the past 24 months:

Name of Planner/Manager	Reported Financial Relationship
Erin Zeringue, FACHE, CPHQ	Nothing to disclose
Floyd Roberts, MD	Nothing to disclose
Merle Francis	Nothing to disclose
Dee Morgillo, MEd., CHCP	Nothing to disclose

Disclaimer

Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications, or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer's product information, and comparison with recommendations of other authorities.

Requirements for Credit

- Attend/participate in the educational activities and review all course materials.
- Complete the CME Attestation form online. The online portal will open at 3:30 pm CT on 10/16/24 and will close on 11/16/24 at 11:59 pm ET. Instructions will be provided. If you do not enter the online portal by the above date, you will not be able to retrieve your statement of participation.
- Upon successful completion of the online form, your statement of completion will be presented to you to print.

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PRICE:

- **Series Registration Fee: $2,650 Per Participant*/Register by Feb. 1**
- **Series Registration Fee: $2,950 Per Participant*/Register after Feb. 1**

REGISTER ONLINE AT: https://lhaonline.org/Event.aspx?EventKey=M2450300
Physician registrations are accepted online only; confirmation will be sent upon registration.

The registration fee will cover tuition and lunch for all sessions. *A second non-physician team member may attend at no additional cost, but they must be registered (*registration form for team member below, email to marthur@lhaonline.org*). Individual session registration is not available for this series.

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• Wednesday, March 20	8:00 a.m. – 4:00 p.m.
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• Wednesday, August 14	8:00 a.m. – 4:00 p.m.
• Wednesday, October 16	8:00 a.m. – 4:00 p.m.

COMMITMENT POLICY:
Your registration commits you to represent your organization by attending and actively participating in all five in-person training sessions and coaching sessions and to completing your project by the assigned due dates.

SUBSTITUTION POLICY:
Registrants who are unable to participate in an LHA educational event are permitted, and encouraged, to have an eligible substitute; however, written notice of the substitution must be emailed to marthur@lhaonline.org **at least seven business days in advance of the event.** The substitution option is not available if written notification is received by the LHA less than seven business days prior to the scheduled program.

ACCOMODATIONS:
Please contact the LHA if you have a disability that may require special accommodations for this educational opportunity. The LHA is committed to ensuring full accessibility for all registrants.

***Additional non-physician team-member; limited to one per participant, at no additional cost.**

Name: _____

Title: _____

Email: _____

LHA Code #M2450301 (3.20.24); LHA Code #M2450302 (4.24.24);
LHA Code #M2450303 (6.12.24; LHA Code #M2450304 (8.14.24)
LHA Code #M2450305 (10.16.24)