Education and support to enable breakthrough improvement from within healthcare
Adapted from Medtronic’s successful methodology
Proven at Johns Hopkins Medicine
Modified to meet healthcare needs
Healthcare specific training curriculum
Actual healthcare project case studies
Process improvement aimed at the patient
Safety and effectiveness
Delays and waste
Focus on key processes that support care delivery

What is Lean Sigma Prescription for HealthcareSM?
- Education and support to enable breakthrough improvement from within healthcare
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- Proven at Johns Hopkins Medicine
- Modified to meet healthcare needs
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This activity has been approved for AMA PRA Category 1 CreditTM

How Do Healthcare Organizations Succeed?
- Keys to Success - The Four X’s
  - Roadmap
  - More than brainstorming – science and data
  - Project Selection
  - Lean, Six Sigma or Kaizen
    - Linked to business objectives
  - Infrastructure
    - Champion involvement, support
    - Regular phase/project reviews
    - Master Black Belt coaching
  - People
    - Green Belts, Black Belts, Master Black Belts

Where Do Healthcare Organizations Start?
- Different organizations may require different approaches
  - Send a few Green Belts to training
  - Launch a comprehensive program
    - e.g. tie to career success
  - Establish a Master Black Belt or Black Belt core team
  - Top Down or Bottom Up
  - Executives become Green Belts
  - Others

What Are Our Next Steps?
- Lean Sigma Prescription for HealthcareSM
  - First class begins at JHU in January
  - Link to class brochure
    http://www.hopkinscme.net/ettrakwebapp/CourseSearchResult.aspx
  - Enter Lean Sigma into the search engine

How is Johns Hopkins applying Lean Sigma?
- Decreased average turnaround time for portable radiology exams from 52 minutes to 26 minutes
- Reduced average length of stay in the Urgent Care Center from 2.4 hours to 1.8 hours leading to...
  - Improved capacity
  - Reduced need to divert ambulances
  - Improved patient satisfaction
- Reduced number of wasted red blood cell units leading to...
  - Improved patient safety/access to needed blood
  - Better stewardship of donated blood
  - Reduced cost

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Center for Innovation in Quality Patient Care
Example: Instrument Processing - Supplies

Before

After

Example: Instrument Processing - Work Station Redesign

Before

After

Instrument Processor Physical Flow
(one set assembly)

Before: 366 ft.

After: 50 ft.

Example: Adult Outpatient Chemotherapy

Sidney Kimmel Comprehensive Cancer Center

Before: Cramped space; heavy traffic

After: Open, light, reduced traffic