

GRAND ROUNDS

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Lean Six Sigma in Health Care

ABSTRACT

“Lean” and “Six Sigma” are two proven, complementary performance improvement initiatives that have been implemented successfully by diverse organizations throughout the world. In recent years many practitioners have integrated the two approaches into a unified framework for achieving breakthrough in results. Numerous healthcare organizations have now demonstrated the potential of implementing “Lean Six Sigma” methodologies to achieve significant improvement in delivery quality, reduced service times and cost, and ultimately more satisfied patients.

This presentation will provide an overview of the various elements of Lean Six Sigma: its historical development, essential elements, roles & responsibilities, roadmaps, primary tools, and most importantly, success factors. The challenge of translating the methodologies of Lean Six Sigma to the complex, human-intensive processes of healthcare will be discussed. Examples of recently completed Lean Six Sigma projects from a variety of healthcare providers will be presented.

Food and beverages will be provided.