Iowa Hospital Association

Health Care LEAN Certification Program

IHA CONFERENCE CENTER
DES MOINES

We Care About Iowa’s Health
Program Overview

Lean, also known as Toyota Production System, has been integrating into health care operations for approximately 15 years. Over the course of these years, professionals have integrated Lean principles into their organizations and spread the culture of improvement. This five-part program will allow quality improvement practitioners to improve their own performance, use the principles of Lean and continue to guide and sustain their organizations’ optimal performance.

Lean is a process improvement method and culture that assists the organization to reach its maximum performance potential or success. This course consists of a variety of learning styles including hands-on learning, case analysis, lectures and storyboard development. The program will allow students who have a basic knowledge of process improvement and Lean to transform their skills into master-level leadership. This course is specifically designed for health care professionals who desire to teach, implement and guide their organizations to a Lean culture.

Program Objectives

• Understand operations and systems leadership for transformation in health care.
• Gain and use new perspectives on organizational performance and improvement.
• Define the role of leadership, change and how to sustain the Lean culture and principles.
• Transform knowledge into skills for teaching and guiding Lean improvements in health care.
• Create a learning portfolio of Lean experiences for professional growth.

Intended Audience and Preferred Qualification

This program is intended for individuals who are planning on, or currently practicing, in the area of quality and continuous improvement. Participants should have at least two years of experience in quality or Lean prior to attending the certification program. This program is designed for directors of quality, process improvement staff or management and senior leadership who have been exposed to or are working in the area of quality and process improvement.

Program Schedule

MODULE 1

NOVEMBER 1, 2018 | 10:00 AM – 4:00 PM

Lean practitioners must have a solid foundation of Lean concepts as they help others understand the benefits and apply the methods of this process improvement theory. The session will help attendees gain a concrete understanding of Lean.

Session Objectives:
• Explain the principles of Lean and process improvement.
• Discuss the role of a leader in creating a Lean culture.
• Summarize systems thinking and Lean concepts.
• Execute Lean principals to change culture within organizations.
The journey continues with understanding the complex nature of process and systems improvement. This session will provide the initial instruction beyond the basics to truly integrate Lean into day-to-day practices.

**Session Objectives:**
- Define Lean principles and business results.
- Learn the “tools of the trade.”
- Begin thinking strategically and planning for improvement within the organization.
- Gain the ability to use and teach Lean tools for improvement.

**DECEMBER 4, 2018 | 10:00 AM – 4:00 PM**
This session will further explore the needs and skills of a Lean practitioner, including the advancement of organizational development tools.

**Session Objectives:**
- Explore the concept of measures that matter using improvement areas in practitioners’ organizations.
- Understand how to teach fellow leadership and providers to follow the Lean principles.
- Learn to lead the transformation process.
- Understand the role of change and process the human reaction to change.

**DECEMBER 5, 2018 | 10:00 AM – 4:00 PM**
The final development level is to feel confident in skills to teach others and spread the benefits of Lean throughout the practitioner’s organization. This session will include a self-assessment and personal strategy plan to develop success.

**Session Objectives:**
- Review methods for sustaining a Lean culture, including data and return on investments.
- Practice and teach the tools of Lean improvement.
- Explain the storyboard projects.

**DECEMBER 6, 2018 | 8:00 AM – 2:00 PM**
This final session will allow the Lean practitioner to demonstrate their skills and practice involving other leaders in their improvement transformation.

**Session Objectives:**
- Develop next steps in the Lean journey for practitioners’ organizations.
- Give a report on storyboard projects and develop a plan for mentored project completion within 60 days.
- Discuss presentation of storyboard projects at live event.

*Each program will include two 15 minute breaks and one 45 minute lunch.*
Storyboard Presentation

Lean practitioners are encouraged to demonstrate their skills and organizational success through a storyboard presentation at an IHA event or industry event as approved by faculty. The presentations in these storyboards will be crafted between Module 4 and 60 days following Module 5. The storyboards will be approved, reviewed and mentored by the course faculty. Each project will not only provide demonstration of success, it will allow the practitioner to develop the storyboard into a conference presentation. The storyboard is an integral part of the practitioner's display of abilities through teaching and informing others of the benefits, outcomes and personal mastery of Lean skills.

Certificate Requirements

Following the five-module program, project presentation and mentored project completion the practitioner will receive a certificate of completion in Lean theory. This certificate will represent competency in professional skills for Lean, change and leadership.

Speaker Biographies

Sarah Pavelka, PhD, has more than 19 years of experience teaching and coaching in industry, education and health care and is co-author of “Tool Time for Lean – A Practical Guide for Implementation.” Her work mission is to share her knowledge and experiences for organizational development and continuous improvement. Dr. Pavelka’s extensive experience includes a five-time National and seven-year state of Iowa examiner. She is the owner of Pavelka’s Point Consulting, LLC, and is an improvement advisor for the Iowa Healthcare Collaborative and faculty for the master of health administration program at Des Moines University. She also served on the board of directors for the National Association for Healthcare Quality. Dr. Pavelka holds degrees in biology and psychology from Luther College, an occupational therapy degree from Concordia University Wisconsin, a master’s degree in health care administration from Des Moines University and a PhD from Walden University. She is a fellow for the National Association for Healthcare Quality, a Certified Professional in Healthcare Quality and also has credentials in ergonomics, Lean and is a Six Sigma Black Belt.

Application Process

Individuals interested in completing the program must complete the full application. Applications will be reviewed and spots within the program will be filled in the order they are received. Applicants will be notified of acceptance into the program within 14 business days from when application was received. When the class has filled, prospective applicants will be placed on a waiting list.

Registration Fees

IHA Member – $2,500
Non-IHA Members/ Non-State Hospital Association – $2,850

Program Location

IHA Conference Center
100 East Grand Ave
Des Moines, Iowa 50039
Program Lodging
IHA has an official discounted corporate rate at the listed hotels that attendees can use for overnight accommodations if needed. The discounted rate is being offered to Select one event attendees on a “non-last room” availability, meaning that there are times when this rate will not be available to book due to high demand in the area so it is important to book early if you think you may need arrangements. When calling, please reference the corporate ID.

Staybridge Suites Des Moines Downtown
Corporate Rate: $129 per night + taxes
Telephone: 877-238-8889
Corporate ID #:786828419

Embassy Suites Des Moines Downtown
Corporate Rate: $139 per night + taxes
Telephone: 515-244-1700
Corporate ID #:560001333

Program Materials
Included in the fees for this program are the following books ($350 Value)


Continuing Education

Iowa Nursing CEUs: Each module will be awarded 5.0 Nursing Contact Hours by IHA Iowa Board of Nursing provider #4. Iowa Nursing CEUs will not be issued unless your Iowa license number is provided on the certificate completed the day of the conference. NOTE: To receive CEUs or a certificate of attendance, you are required to attend each module in its’ entirety. No partial credit will be granted.

CPHQ: Certified Professional in Healthcare Quality (CPHQ) credits have been applied for from the National Association for Healthcare Quality (NAHQ). Please keep your Certificate of Attendance and program outline for CPHQ recertification purposes.

American College of Healthcare Executives Qualified Education: The Iowa Hospital Association is authorized to award 4.75 hours of pre-approved ACHE Qualified Education credit for each module toward advancement, or recertification, in the American College of Healthcare Executives. Participants in this program who wish to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting their application to the American College of Healthcare Executives for advancement or recertification.

Certificate of Attendance: Continuing Education Certificates for proof of attendance can be printed after completion of the event survey that will be emailed after the conference. Some national, state and local licensing boards and professional organizations will grant continuing education credits for attendance when you submit the course outline and your certificate of attendance. IHA recommends keeping a copy of the onsite agenda and that you contact your own board or certification organization to find out what is required.

Dietary Restrictions
If you have any dietary restrictions or allergies, please contact Ellen Waller at iharegistration@ihaonline.org.

Registration/Cancellation/Refund Policy

- No-shows will be billed.
- For a series registration only one substitution is possible. The substitution must be from the same organization. New participant is required to complete previous course work.
- A full refund will be given to all cancellations received 30 or more business days prior to the series beginning. No refunds will be given less than 30 days prior to start of the series.
- IHA reserves the right to cancel the conference due to insufficient enrollment, in which case pre-registered participants will be notified and full refunds provided.