



AGENDA

Wednesday, November 15, 2023

DAY 1: Overview and Application of Care Operational Excellence (OpX) Improvement Strategies & Tools

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| 10:00 – 10:30 AM | Introduction, Welcome, Overview
<i>Michael Anderson, MSIS, CLSSMBB</i> <ul style="list-style-type: none"> Course Overview, Objectives and Expectations, Introductions |
| 10:30 – 11:30 AM | Fundamentals and Frameworks for Improvement: Foundation of OpX Methodologies
<i>Andrew Wierzbienic, MHSA</i> <ul style="list-style-type: none"> Overview of OpX methodologies, using Lean as the Foundation. Components of the Lean Operating Model Compare/Contrast the various improvement philosophies: Lean, Six Sigma, TQM, WorkOut Models: DMAIC, IHI Framework, PDSA Hoshin Kanri strategy development |
| 11:30 – 12:00 PM | Break |
| 12:00 – 1:30 PM | Principles of Lean
<i>Leigh Elko, MS, LSSGB, PMP, RRT</i> <ul style="list-style-type: none"> Roadmap for Creating a Lean Process: Outline the 5 Principles of Lean and emphasize key/tools/concepts (Process maps, FPY, 5S etc.) |
| 1:30 – 1:45 PM | Break |
| 1:45 – 2:00 PM | Introduction to Lean Six Sigma Green & Black Belt Certification Program
<i>Michael Anderson, MSIS, CLSSMBB</i> |
| 2:00 – 3:00 PM | Lean Fundamentals: Executing Lean Improvement
<i>Brian Glynn, RTT, MS</i> <ul style="list-style-type: none"> Review Key tools to service as baseline for improvement: 5/S Audit and process improvement, Swimlane Maps, Process Analysis Visual Management, Layout, & Workload Balancing |
| 3:00 - 3:15 PM | Transition Break |
| 3:15 – 4:15 PM | Project Management Essentials and Strategic Execution
<i>Michael Anderson, MSIS, CLSSMBB</i> <ul style="list-style-type: none"> Project Management framework, phases & tools: DMAIC Project Management framework/Rapid Improvement Portfolio/DMAIC Check list key tools/deliverables) Disciplines of execution and approach to drive accountability; Hoshin Kanri strategy development |
| 4:15 – 5:00 PM | Discussion/End of Day Wrap Up
<i>Dennis Delisle, ScD, FACHE</i> <ul style="list-style-type: none"> Reflection & Setting the Stage for Day 2 |



AGENDA

Thursday, November 16, 2023

DAY TWO: Driving Change – Tools, Strategies and Techniques to Build High-Performing Teams, Facilitate Change, and Become an Effective Leader

10:00 – 10:15 AM	Reflection and Discovery – Group Discussion <i>Michael Anderson, MSIS, CLSSMBB</i> <i>Shane Flickinger, MHA, FACHE, CLSSBB</i> <ul style="list-style-type: none">Group discussion & reflection on Day 1 learnings and focus for Day 2DISC to be completed prior to session
10:15 – 11:15 AM	Change Management and Leadership Styles <i>Shane Flickinger, MHA, FACHE, CLSSBB</i> <ul style="list-style-type: none">Framework for development a change management strategy & tools to facilitate
11:15 – 11:30 AM	Break
11:30 – 12:30 PM	Change Management and Leadership Styles (continued) <i>Shane Flickinger, MHA, FACHE, CLSSBB</i> <ul style="list-style-type: none">Overview of leadership assessments/styles, concepts including Servant Leadership, Adaptive Leadership & Emotional Intelligence
12:30 – 1:00 PM	Break
1:00 – 2:30 PM	Optimizing Team Performance <i>Cassandra Wright, MBA</i> <ul style="list-style-type: none">Overview of the DISC Assessment to promote personal understanding & improve team performancePractice application of the Change Management framework, DISC Assessment & Leadership Styles in group discussions
2:30 – 3:00 PM	Break
3:00 – 4:30 PM	Optimizing Team Performance (continued) <i>Cassandra Wright, MBA</i>
4:30 – 5:00 PM	Final Reflection, Discussion, and Commitment <i>Michael Anderson, MSIS, CLSSMBB</i> <i>Shane Flickinger, MHA, FACHE, CLSSBB</i> <ul style="list-style-type: none">Review of learnings, objectives, takeaways. Discuss personal commitments to apply OpX concepts to professional roleComplete evaluation in Canvas