

Mark Graban "Healthcare Kaizen" & Lean Seminar

Join speaker, author, and consultant [Mark Graban](#) for a small, intimate seminar to learn about methods and practices from his book, *Healthcare Kaizen: Engaging Front-Line Staff in Sustainable Continuous Improvements*.

You might have heard about other healthcare organizations that are using Lean improvement practices. In particular, many health systems are using "Rapid Improvement Events" (aka "Rapid Process Improvement Workshops") as a way of driving change. However, a growing number of organizations are also embracing "daily Kaizen" -- or a process to facilitate small, meaningful changes as an ongoing continuous improvement methodology. If your organization has not yet started "going Lean," then daily Kaizen is a great way to get started before making the leap into larger events.

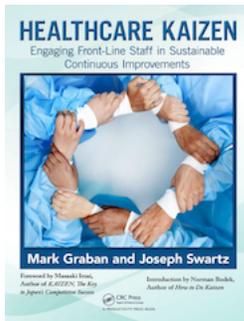
Attendees will learn through lecture, discussions, and a hands-on exercise that brings the Kaizen improvement methodology to life in a fun way. Registration is limited to 20 people to ensure a high level of interaction.

Topics will include:

- What is "Kaizen"?
- How does Kaizen fit with the "Lean" methodology?
- How is the Kaizen methodology different than suggestion box systems?
- How are healthcare organizations using Kaizen on a daily basis?
- How does daily Kaizen fit with weeklong improvement events or workshops?
- What is required of leaders to create a culture of continuous improvement?
- How does a department initiate, track, test, document, and share Kaizen ideas?

As a result of this seminar, you will have proven, practical skills and methods that can be put in place to:

- Improve staff engagement
- Improve quality and patient safety
- Improve patient and staff satisfaction
- Reduce cost
- Reduce delays and waiting times



Each attendee will receive a complimentary copy of Mark's book, **Healthcare Kaizen**, a \$59.95 retail value. Discounted bulk purchases are also available for attendees.

Attendees will also receive a workbook of seminar slides and templates to use.

Who should attend:

- Managers, Directors, Vice Presidents, Senior Leaders
- Health systems
- Hospitals
- Medical practices
- Dental practices
- Specialty and outpatient clinics
- Ambulatory surgical centers

Continuing education credits are not offered through this seminar.

About Mark Graban:



Mark Graban is a consultant, author, keynote speaker, and blogger in the world of “Lean Healthcare.” In June 2011, Mark joined the software company KaiNexus as their “Chief Improvement Officer,” to help further their mission of “making improvement easier” in healthcare organizations, while continuing his other consulting and speaking activities.

He is the author of the book *Lean Hospitals: Improving Quality, Patient Safety, and Employee Engagement* (Productivity Press), which was selected for a 2009 Shingo Research and Professional Publication Award and is being translated into seven languages. A 2nd revised edition was released in November, 2011. Mark has also co-authored a new book, titled *Healthcare Kaizen: Engaging Front-Line Staff in Sustainable Continuous Improvements*, released in June 2012. He is the founder and lead blogger and podcaster at LeanBlog.org, started in January 2005.

Mark earned a BS in Industrial Engineering from Northwestern University as well as an MS in Mechanical Engineering and an MBA from the MIT Sloan Leaders for Global Operations Program (previously known as Leaders for Manufacturing). Mark has worked in automotive (General Motors), the PC industry (Dell), and industrial products (Honeywell). At Honeywell, Mark was certified as a “Lean Expert” (Lean Black Belt).

Since August 2005, Mark has worked exclusively in healthcare, where he has coached lean teams at client sites in North America and the United Kingdom, including medical laboratories, hospitals, and primary care clinics. From 2005 to 2009, Mark was a senior consultant with ValuMetrix Services, a division of Johnson & Johnson and he currently consults independently and in conjunction with the firm Lean Pathways.

Mark’s motivation is to apply Lean and Toyota Production System principles to improve quality of care and patient safety, to improve the customer/patient experience, to help the development of medical professionals and employees, and to help build strong organizations for the long term.

From June 2009 to June 2011, Mark was a Senior Fellow with the Lean Enterprise Institute, a not-for-profit educational organization that is a leading voice in the Lean world. Mark served as the LEI’s “Chief Engineer” for healthcare activities, including workshops, web & social media, and other publications. Mark also served as the Director of Communication & Technology for the Healthcare Value Network, a collaboration of healthcare organizations from across North America, a partnership between LEI and the ThedaCare Center for Healthcare Value. Mark continues as an LEI faculty member.

Mark is a popular speaker at conferences and private healthcare meetings. He has guest lectured at schools including MIT, Wharton, and Ohio State University and has served as a faculty member for the ThedaCare Center for Healthcare Value and the Institute for Healthcare Improvement. He has been quoted and interviewed in many publications, including Health Affairs and the New York Times.

Mark and his wife live in San Antonio, Texas.

Learn more: <http://www.markgraban.com/speaking/public-seminars/>