

Lean Health Care White Belt

Online Program



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The Ontario Hospital Association (OHA), in collaboration with KPMG and MoreSteam, is pleased to offer the Lean Health Care White Belt course.

The Lean Health Care White belt course is a high-quality and high-flexibility alternative to traditional training programs. All course material is available online, so sessions may be started and stopped at any point. Content is delivered on-demand according to the demands of your schedule.

The Lean Health Care White Belt course is comprised of six session with interactive practice modules and an online quiz.

Online Course Benefits

The course is presented in a logical sequence to follow the Lean DMAIC improvement process. We believe that you will learn most efficiently by following the sequence presented. In particular, the first session presents an overview of Lean, which will be helpful to put the remaining sessions in proper context.

The overall learning objective of this course is to provide a first step toward successful implementation of Lean methods by developing familiarity with the basic concepts and language of Lean.

After completing this course, you should be able to do the following:

- Communicate using Lean concepts.
- Relate Lean concepts to the overall business mission and objectives.
- Accept the need to improve organizational performance to meet the requirements of the marketplace.
- Use the concept of a Lean to evaluate the capability of a process or organization.
- Think about your organization as a collection of processes, with inputs that determine the output.
- Recognize the five step Define, Measure, Analyze, Improve, and Control model used to improve processes.
- Recognize the organizational factors that are necessary groundwork for a successful Lean program.
- Understand how Lean methods are integrated into a single process improvement initiative to achieve higher - quality and greater process speed.

Key Features

The online format offers enrollment on demand and a course structure that allows students to advance at their own pace. Individual lessons include simulations, videos, tool templates, and interactive practice exercises and concludes with an interactive quiz to test your knowledge.

This course is supported by instructors, primarily via email, who are familiar with the course content. Each lesson page includes access to a variety of helpful learning tools, including an online encyclopedia, a notes tab, and link for instructor support. You can use the course navigation map to move through the course in a linear fashion or you can skip around and explore topics as you see fit.

- All course content is presented online, in an on-demand format. To begin, you simply log onto the MoreSteam University learning portal. You will return to the point that you last left the course.
- You will learn the process improvement methodology (DMAIC) through numerous case studies and examples drawn from health care and other service applications.
- With a heavy practice orientation, as much as half of your time will be spent working through interactive practice exercises and online assessments.
- You will have 365 days to complete this course.

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Program content and outline

Total Estimated Hours: 11.75

Session 1: Lean Six Sigma Overview

- Introduction
- Lean defined
- What's in a name?
- Define, Measure, Analyze, Improve, and Control (DMAIC) - The Lean improvement process
- The 5 Lean principles
- Session 1 skill check

Session 2: Working in a Team

- Team member leadership
- Leading teams
- Developing an effective team
- Improving team development
- Brainstorming
- Session 2 skill check

Session 3: Voice of the Customer

- Focus on the customer
- Affinity diagram toolset
- CTQC tree diagram toolset
- Session 3 skill check

Session 4: Understanding Processes

- Process thinking
- The source of value
- Value stream leverage
- Process mapping - overview
- Process mapping (SIPOC) toolset
- Session 4 skill check

Session 5: Measurements

- Measurements and basic statistics
- Understanding variation
- Trend chart toolset
- Session 5 skill check

Session 6: Lean Improvements

- Improve and control - introduction
- Visual control
- 5-S approach
- Continuous flow
- Error-proofing
- Standardized work - documenting process changes
- Session 6 skill check
- Course completion

Practical Application

All course sessions use a mix of multimedia to present material, including text, synchronized audio slide shows, diagrams, charts, audio lectures, and simulations. Links to outside research resources are provided to explore chosen subjects in greater detail.

Interactive practicemodules will be presented throughout each session so that you can try your new skills and receive immediate feedback.

Course Materials

Materials Provided by MoreSteam:

The course includes Microsoft® Excel® templates for problem solving and statistical analysis. The templates are available as downloads within the course material.

Technical Requirements for Students

Microsoft Office (Word, Excel, PowerPoint). Office 2003 or higher is recommended.

Assessment and Certification

An online quiz will be presented at the end of the course. The quiz is interactive, and provides immediate feedback to close the learning loop.

Upon completion of the course material, students will receive an OHA Lean Health Care White Belt certificate of completion.

By completing this course, you will become eligible for 1.2 CEUs or 11 PDUs of credit.

Suite of Lean Educational Offerings

The OHA and KPMG are also pleased to offer the following Lean education:

- **Yellow Belt** (Online or Classroom Based) - Educating you on the practical skills to **implement** Lean projects.
- **Green Belt** (Online or Classroom Based) - Providing you with an in-depth overview of Lean thinking principles and their application in a health care environment. Participants of this program will be able **lead** Lean projects and either facilitate a team or **mentor Yellow Belts** to sustainable improvements.
- **Executive Green Belt** (Classroom Based) - Training on how to deliver fact based, data driven solutions with sustainable and higher ROI on all projects. Learn how to lead an organization so it meets its fiscal constraints while still able to improve on quality for the patients, residents, clients and customers without reducing services or staff.
- **Black Belt** (Classroom Based) - Preparing you to be the **expert** in Lean within an organization. A Black Belt typically **sets the strategy** for Lean system transformation implementation. Working with executive leadership, they **select and prioritize** projects to ensure work aligns with strategic goals by having an understanding of the overall system. They **lead system wide projects** and **mentor Yellow, Green and White Belts**.

Registration

This course offers continuous enrollment so students can register at anytime throughout the year.

Registration Fee

Fee: \$350 + HST

To register for the Lean Health Care White Belt online program, please visit www.oha.com/lean and follow the registration instructions below:

1. Click 'Here' to open the registration page for the **Lean Health Care White Belt** course
2. Register as a **New User** or **Login**
3. Complete all fields and follow the prompts
4. Submit your payment
5. Received welcome email with access instructions

Payment Method

Payment can be made by Credit Card (American Express/ VISA/Mastercard) or Cheque. Please note, for transactions less than \$300 before taxes, payment must be made by credit card.

Cancellation Policy

A 50% administration fee will apply to all refunds.

Course Expiry

Students will have access to the online course for a period of 12 months.

Contact Us

For additional event information and questions, please contact Arlene Robinson at 416 205 1362 / 1 800 598 8002 ext 1362 or arobinson@oha.com.