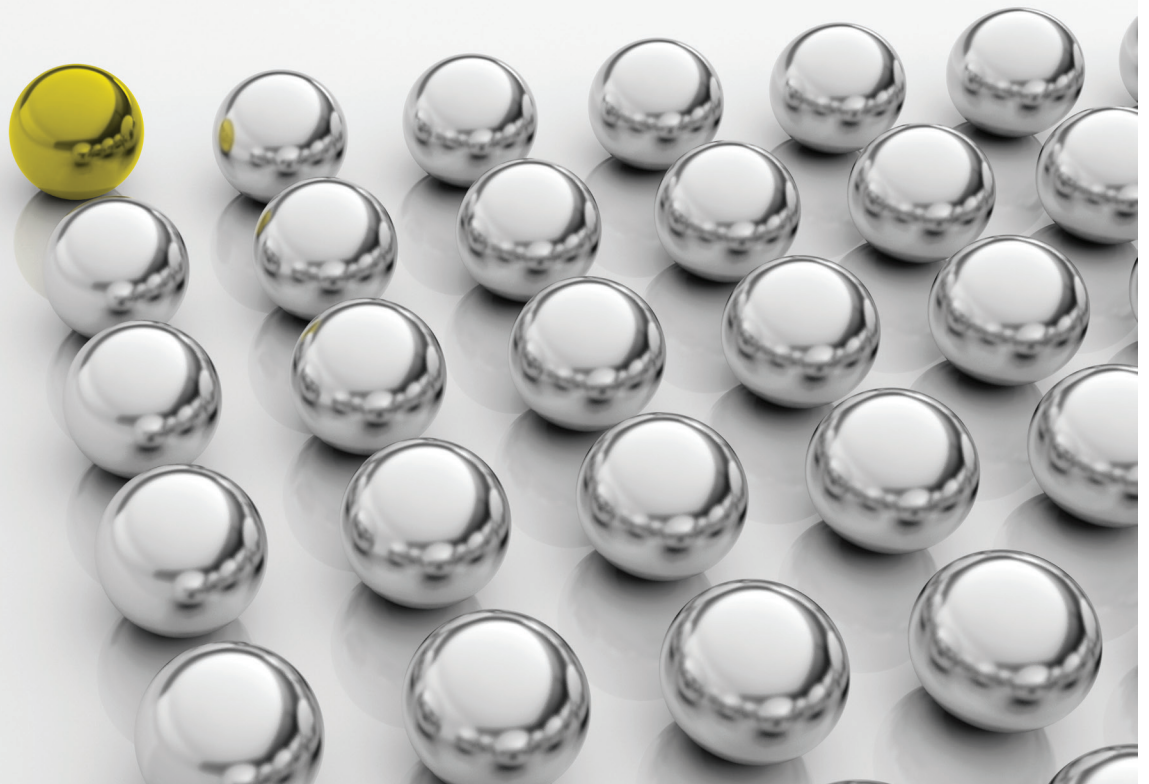


Lean Health Care Yellow Belt

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 Yellow Belt online course.

The Lean Health Care Yellow Belt is comprised of six sessions, with lessons on specific topics. Session One will provide an overview of Lean concepts, background, and the Define, Measure, Analyze, Improve, and Control (DMAIC) improvement process. The following sessions demonstrate how to develop and apply specific Lean tools and methods to arrive at a solution to a business challenge – to make things better.

As you become proficient in all of the tools necessary to define, measure, analyze, improve, and control Lean improvement projects, you will be prepared to play an important role as part of a Lean improvement team.

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 overarching learning objective of this course is to develop a comprehensive set of skills that will allow you to function effectively as a Lean team member. The Yellow Belt body of knowledge includes techniques for both qualitative and quantitative analysis, as well as the team leadership skills necessary to get projects across the goal line.

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

- Communicate with and relate Lean concepts to the overall business mission and objectives
- Think about your organization as a collection of processes, with inputs that determine the output
- Understand and apply the five step DMAIC model as a framework to organize process improvement activity
- Employ a wide range of process improvement techniques within the DMAIC model
- Recognize the organizational factors that are necessary groundwork for a successful Lean effort
- Employ your Lean skills to lead a successful process improvement project, delivering meaningful results to the organization

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.

The Ontario Hospital Association is a proud member of:



**THE INSTITUTE
FOR PERFORMANCE
AND LEARNING**

Program content and outline

Total Estimated Hours: 28.40

Session 1: Lean Introduction (3.95 Hours)

- Introduction
- Higher standards for higher performance
- The 8 forms of waste and 99.9% problem
- Input determines output
- DNA of a champion
- Define, Measure, Analyze, Improve, and Control (DMAIC) - The Lean improvement process
- Organizing for success and working relationships
- Introduction to EngineRoom®

Session 2: Tools to Define (6.95 Hours)

- Project charter toolset
- Focus on the customer
- Capturing the voice of the customer
- Where to go for customer requirements
- Affinity diagram toolset
- Process thinking
- Process mapping - overview
- Process mapping (SIPOC) toolset
- Value-added flow charts
- Value stream mapping toolset

Session 3: Tools to Measure (5.85 Hours)

- Measurement and metrics
- Measurement as a process
- Baseline performance
- Calculating the Lean level – toolset
- Histogram toolset
- Measuring central tendency
- Quantifying process variability
- SPC - introduction and background
- X and moving range charts - toolset
- Pareto chart toolset

Session 4: Tools to Analyze (2.85 Hours)

- Cause and effect diagram toolset
- 5-Why, 1-How
- Scatter plot toolset
- Correlation and regression analysis

Session 5: Tools to Improve (5.75 Hours)

- Brainstorming
- Benchmarking
- Continuous flow toolset
- Quick changeover toolset
- Pull scheduling
- Error-proofing
- Prioritizing and selecting a solution
- The A3 one-page report
- Piloting a solution

Session 6: Tools to Control (3.05 Hours)

- Control charts revisited
- 5-S approach
- Visual control
- Continuous flow
- Control plan
- TPM objectives and benefits
- Standardized work - documenting process changes
- The Lean journey

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 Practice Modules will be presented throughout each session so that you can try your new skills and get immediate feedback.

Course Materials

Materials Provided by MoreSteam:

This course comes with EngineRoom® statistical software at no additional charge. The EngineRoom® software subscription will be available for one-year with the purchase of this course.

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 Yellow Belt certificate of completion.

By completing this course, you will become eligible for 2.8 CEUs or 28 PDUs of credit.

Suite of Lean Educational Offerings

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

- **White Belt** (Online) - Equipping you with the practical skills to **participate** in and **support** 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: \$775 + HST

To register for the Lean Health Care Yellow 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 Yellow Belt** course
2. Register as a **New User** or **Login**
3. Complete all fields and follow the prompts
4. Submit your payment
5. Receive welcome email with access instructions upon

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.