

Tuesday
April 1, 2014

LOCATION:

O'Callahan's/Shilo Inn
50 Comstock
Richland, Washington

5:30 p.m. - Check in/Networking
(no host cocktail service)

6:00 p.m. - Buffet Dinner

6:45 p.m. - Presentation

DINNER BUFFET MENU:

The Chef and crew at O'Callahan's Restaurant always provide a fine and varied buffet dinner for us at the Shilo Inn. The buffet usually includes two entree choices, plus accompanying vegetable, a number of tasty salads, and a vegetable and/or fruit tray.

Your choice of coffee, tea or decaf is included with dinner. And don't forget to save room for dessert!

Cost:

\$20 ASQ members
\$24 non members
\$5 presentation only

Reservations are due March 27.
E-mail Panda_2@charter.net with your name, phone number, company affiliation, and type of reservation, or call Alvin at (509) 371-2221.

Note: All no shows will be billed unless cancelled 48 hours in advance.

For more information about our ASQ section and other upcoming events: www.asq614.org/

Implementing the Lean Management System in a Healthcare Organization

Chris Protzman
Kadlec Health Systems

"Lean" was coined in an MIT study of automotive manufacturing in the 1980s to describe Toyota's production system: Lean Manufacturing (Higher quality, lower cost and shorter lead times with less resources). Since then, Lean has been applied in many industries and organizations, including Kadlec Health Systems.

When Kadlec first opened its doors in 1944, the hospital was established to care for the Hanford area workers and their families. Since then, they have grown to a regional medical center providing care for the people throughout the Mid-Columbia. Home to a growing open heart surgery and interventional cardiology program, they have the region's only Neonatal Intensive Care Unit, a world-class all digital outpatient imaging center as well as a number of other innovative services and programs. Kadlec is also the first hospital in the Tri-Cities to receive Joint Commission certification in hip and knee replacement.



In June 2011, Kadlec Regional Medical Center was officially named a "Planetree Designated Patient-Centered Hospital," the first hospital in the state of Washington with this designation, which recognizes achievements and innovations in the delivery of patient-centered care. The designation signals to health care consumers it is a hospital where providers partner with patients and families, and where patient comfort, dignity, empowerment and well-being are prioritized with providing top-quality clinical care.

Lean Healthcare is a customer focused approach. Activities are viewed as value added or non-value added with respect to providing value to the patient/customer. Lean tools are used to observe work processes, identify waste, and understand work and information flow. Other tools are solution oriented methods used to eliminate waste. While many of the concepts may seem simple, true understanding of the complexity and interdependence comes with training and personal application.

Join us on April 1 to better understand lean philosophies and how they apply to not just healthcare but to all industries. Learn more about value stream mapping, problem solving and leadership techniques and how Kadlec uses such processes to continuously assess operations, improve services and address patients' human needs as well as their medical needs.

***About the presenter:** Chris has been working with healthcare leaders to improve operations for the past 23 years. His experience includes 10 years at Intermountain Healthcare in Utah and 12 years at Kadlec. For the past four years, he has been leading the implementation of the Lean Management System in Kadlec Health System as the Director of the Value Improvement for Patients Resource Office. His personal mission is to create "2500 problem solvers."*