

OUTLINE – Operational Excellence in Health Care

It is no secret that health care is under great scrutiny and anyone in the profession will tell you that opportunities abound for process improvement. This talk will help you understand the state of health care as it relates to Operational Excellence. What is it about health care that differentiates it from other segments of the economy and what is the same. Most importantly: What are the process improvement opportunities in the health care arena and what OE tools are most effective.

I will also cover the some tips and techniques you might use if you are trying to break into the health care job market from a previous non-health-care position.

Presentation highlights:

Why Operational Excellence vs Lean, Six-Sigma, Lean-Six-Sigma, etc.....

The key differences in health care versus most other business segments

What it takes to succeed in health care: Understanding the concept of Heart, Head, Ego, and Spirit

Why you need to bring many operational excellence tools to the table.
Tools that always work

Understanding why you need to work the “middle management’ layer in addition to the top management layer for a successful deployment

What works? Don’t re-invent the wheel – a game plan for success
One case study

Bonus:

Breaking the health care cross-over job barrier – tips and techniques