

**About Your
Instructors:**



Kaye Foley, MS, RN
Kaye has 40 years of Nursing and Healthcare Delivery experience with a Masters Degree in Nursing Administration and Education, a Bachelors Degree in Nursing and Sociology, a Certified Lean/Six Sigma Green Belt and years of experience in healthcare leadership, facility design and process improvement.



Kim Hyers, MBA
Kim has 12 years experience in Operations and Business Strategy and has focused on healthcare architecture, a Masters in Business Administration, a Leadership Black belt, a Certified Lean/Six Sigma Green Belt and a Bachelors Degree in Environmental Design.

Lean for HealthCare

Understanding Lean in Healthcare

Lean originated as a manufacturing methodology for operational improvement. Learn how lean moved from manufacturing to healthcare, with an overview of traditional lean tools and languages to set the stage for deeper analysis of lean's application to healthcare processes and facility design. The workshop will feature a lean simulation for first hand understanding of process improvement.

1349, Wed, Feb 3, 8:30 – 4:30 p.m., D100, \$169



Lean Strategic Planning & Discovery

Discovery of ideas is a critical step in the lean process based on the 8th type of waste – underutilized employee creativity. Learn tools for discovering healthcare opportunities, risk analysis and filtering of ideas based on voice of the customer methods and lean strategic planning that affect healthcare processes and facility design.

1350, Thurs, Feb 4, 8:30 – 4:30 p.m., D100, \$169

Lean Tools for Healthcare Practices and Healthcare Design

Lean includes a number of tools to assist your planning and implementation. In this course, learn the design tools specific to healthcare process improvement and healthcare facility design. Lean is about efficiency, so why re-invent the wheel?

1353, Wed, Feb 24, 8:30 – 4:30 p.m., D100, \$169

Process and Implementation

Lean does not succeed for long unless the organization itself is willing to learn and change. In this session we will focus on the importance of organizational change and how to manage it, as well as introduce templates that your organization can use to understand how to systematize your work and communicate with your team and your organization.

1354, Tues, March 23, 8:30 – 4:30 p.m., D100, \$169

Sustaining Success

Learn the difficulties organizations face when sustaining a lean culture. In this workshop, we will look at local success stories and best practices, as well as current research on sustaining lean gains. The practice of *hansei* – or self reflection to study mistakes and learn from them, will be studied in the course of the continuous improvement cycle.

1355, Thurs, April 22, 8:30 – 4:30 p.m., D100, \$169

Register Today!

visit www.anokaramsey.edu/cect
or call 763.433.1200

For more information contact:

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