

Northwest Minnesota Lean Health Project

Principles of Continuous Improvement

(8 hours) This unit will take the employees through the concepts of continuous improvement to include charting, metrics, quality, and waste elimination. This will be applied through projects - directly showing benefit to each organization and the bottom-line cost savings of each organization.

Adapting to Change

(4 hours) This unit provides employees with skills they need to reduce or eliminate stress during times of required change, and shows them how to apply their individual gifts in positive ways to changes being made in the workplace. It gives them tools to overcome the fear, procrastination and limitations that often appear in the change process, and shows them how to leverage their success for faster change.

Value Stream Mapping

(16 hours) This module examines current processes within the organization with an eye to eliminating waste and improving value and satisfaction for patients and their families. During each session, sequences are mapped for greater understanding and identification of where waste occurs. Participants then use the remaining sessions to change their processes to eliminate problems of waste. The results of Value Stream Mapping almost always deliver immediate cost or time savings that grow over time.

Workplace Organization 5S System

(24 hours) This unit builds on the results of Value Stream Mapping projects by getting employees to systematize their approach to organizational cleanliness and order. This module helps eliminate obstacles to efficiency, promoting quality, safety, productivity and employee involvement in all areas of the organization. A 5S project, called a Kaizen Blitz, is performed, allowing employees to sort, set-in-order, shine, standardize and sustain an optimum working environment in any one particular area.

Team Dynamics

(12 hours) This module helps the organization identify its current state of ethno-relative development using a state-of-the-art tool known as the IDI, or Intercultural Development Inventory. Participants then apply the Developmental Model of Intercultural Sensitivity (DMIS) to exercises and activities to expand their intercultural awareness.

Managing Conflicts

(12 hours) Using the Intercultural Conflict Style (ICS) tool, participants practice understanding, working with and caring for people of varying conflict styles to build bridges of understanding and respect as well as to manage and resolve differences. Practice with this tool allows individuals to gain confidence in their ability to communicate with and understand people of diverse cultures, races, ages and temperament.

Health Sigma™

(40 hours) The Health Sigma™ program applies a Six-Sigma, or defect-free paradigm to healthcare delivery, and can be applied anywhere in the organization where mistakes are costing lives, jobs or money. The training hours of this module are largely spent in the actual data collecting and problem-solving process. Project-based learning will focus specifically on an area where at least \$50,000 in cost savings can be achieved over the course of one year.

Customer Service

(12 hours) This unit takes the success, confidence and cooperation built in the succeeding modules and applies them to the process of customer service. The Disney model of customer service is introduced and discussed, along with other highly successful customer service paradigms. Participants create a customer service plan that fits with their new understanding of lean culture and begin its implementation.

This educational program has been developed in partnership with:

**Otto Bremer
Foundation**



• East Grand Forks
• Thief River Falls
www.northlandcollege.edu

Center for Outreach & Innovation



MJSP

**Minnesota Job
Skills Partnership**

Clearwater Health Services • Dakota Clinic • First Care Medical Services • Kittson Memorial Clinic • LakeWood Health Center • Northwestern Mental Health Center • Northwest Medical Center • Roseau Area Hospitals & Homes

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