



Shifting Paradigms:

Lean Manufacturing Techniques Applied to Rural Healthcare and the CCIH Outcome


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WINONA
STATE UNIVERSITY




COALITION FOR CONTINUOUS
IMPROVEMENT IN HEALTHCARE



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Alexandria
TECHNICAL COLLEGE

Northland Community and Technical College Center for Outreach and Innovation





Thief Lake, MN



East Grand Forks, MN

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Minnesota Lean Healthcare Journey Begins...

- Three-Way Partnership
 - Two Manufacturing Associations
 - Eight Healthcare Organizations
 - Northland Community and Technical College
- MN Dept. of Employment and Economic Development grants
- Bremer Foundation Grant



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Manufacturing Steering Committee Members

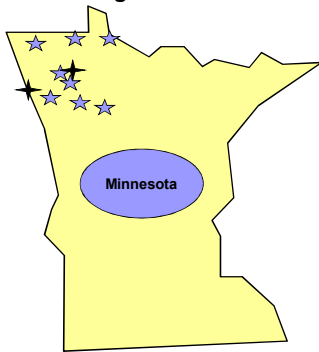
- Marvin Windows and Doors – Warroad
- Polaris Industries – Roseau
- DigiKey Corporation – Thief River Falls
- Team Industries – Bagley



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Participating Healthcare Organizations

- Lakewood Health Center - Baudette
- Roseau Area Hospital and Homes
- Kittson Memorial Healthcare Center - Hallock
- Northwest Medical Center - Thief River Falls
- Dakota Clinic - Thief River Falls
- First Care Medical Services - Fosston
- North Country Health Services - Bemidji
- Northwestern Mental Health Center - Crookston



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Minnesota Lean Healthcare Journey Begins... Spring of 2004

- Spring, 2004 - One-year MJSP Grant
 - Two Small Healthcare Organizations & Northland Community & Technical College
- Fall, 2004 - Three-year MJSP Grant/Bremer Foundation Grant
 - Three-Way Partnership
 - Two Manufacturing Associations, Eight Healthcare Organizations & Northland Community and Technical College
- Spring, 2005 - Three-year MJSP Grant
 - Winona Health Services & Winona State University
- Fall, 2006 - Two-Year MJSP Grant
 - Two healthcare facilities & Alexandria Technical College
- Fall, 2006 - Three-year MJSP Grant
 - One healthcare facility & Itasca Community College

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Lean Health Initiative

- Lean Healthcare program builds safety, consistency, cooperation, quality and better bottom line performance
- Empowers leadership and staff to use their skills and experience in ever-expanding ways
- Builds employee achievement and satisfaction for higher retention rates
- Creates a culture of continuous improvement that will add to the bottom line for years to come.



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Training Particulars

- Approximately 300 Participants
- On-Site Training
- Theory and Practical Application
- 4, 6, 8-hour Training Increments
- Regional Champions



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Training Challenges

- Disruption of Daily Work
- Staffing
- Classroom Interruptions
- Time Constraints Related to Projects
- Applying Lean Manufacturing Principles to Healthcare



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How can you ensure a Successful Lean Initiative?

- Involve everyone in your organization
- Organization-wide initiatives
- Systematic effort
- Create a Common Vision
- Dedicate Resources to Training and Continuous Improvement
- Brainstorm and Select Possible Solutions
- Recognize “Lean” as a Journey
- **Total** Management buy-in

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First Care Medical Services

- Pat Wangler
- First Care Medical Center CEO

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CCIH is Established

- August, 2006 - Organizational meeting held at Alexandria Technical College
- October, 2008 – CCIH Receives grant from HealthForce Minnesota

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Coalition for Continuous Improvement in Healthcare

The *Vision* of the Coalition for Continuous Improvement in Healthcare is to be nationally recognized as a preferred curriculum provider for continuous improvement training for the healthcare industry.

Our *Mission* is to provide high quality continuous improvement curriculum, to improve the quality of care delivery, decrease costs, and improve processes within the healthcare industry through a coalition of stakeholders that include Minnesota State College and University members and healthcare partners.

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CCIH Overview

- To create open source continuous improvement curriculum for a fee-based membership
- “Open source/closed group”



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CCIH Curriculum

- 4 Core Modules
 - Principles of Continuous Improvement
 - Workplace Organization
 - Value Stream Mapping
 - Six Sigma for Healthcare

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CCIH Curriculum

- Plus...
 - Training Activities
 - Instructor and Participant Handbooks
 - Success Stories
 - Videos

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CCIH Members

- Charter Members
 - Primary activity will be to oversee and maintain the integrity and market reputation of the programs developed by the CCIH.
- General Membership
 - Will be determined through a pay for services membership open to education and industry partners.

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CCIH Member Benefits

- Access to core curriculum modules and other training materials posted on CCIH repository
- Continued enhancement of core modules
- Mentorship/Coaching
- Instructor events
- Discounts on CCIH sponsored events
- Annual updates
- Access to future modules
- Curriculum collaboration opportunity
- Access to regularly scheduled CCIH update meetings
- Program support from CCIH Coordinator
- Discounts on training kits and pre-printed materials
- Saving time and effort

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CCIH Member Roles and Responsibilities

- Establish and maintain the integrity and reputation of the CCIH product line
- Contribute updated and revised core curriculum modules, activities and learning objects to the Repository
- Designate a site coordinator



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