



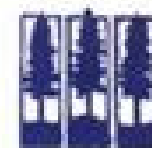
Shifting Paradigms:

Lean Manufacturing Techniques Applied to Rural Healthcare and the CCIH Outcome

Presented by: Connie Troska, CCIH Coordinator and Continuous Improvement Specialist, Northland Community and Technical College



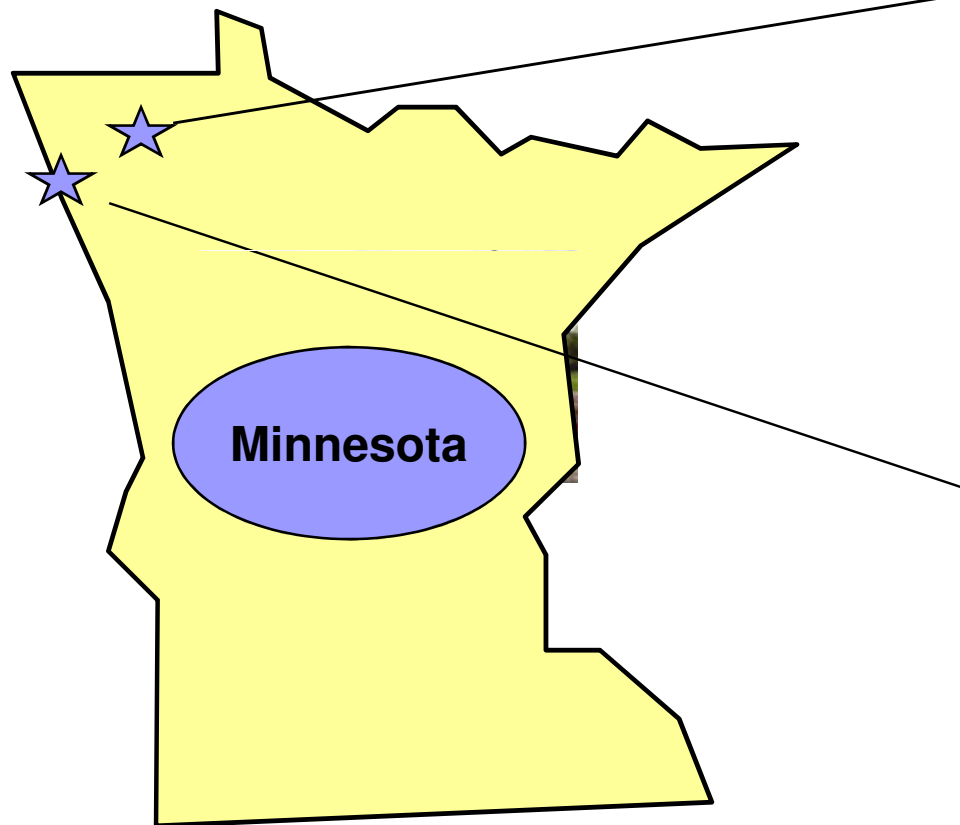
COALITION FOR CONTINUOUS
IMPROVEMENT IN HEALTHCARE



ITASCA
COMMUNITY COLLEGE



Northland Community and Technical College Center for Outreach and Innovation





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



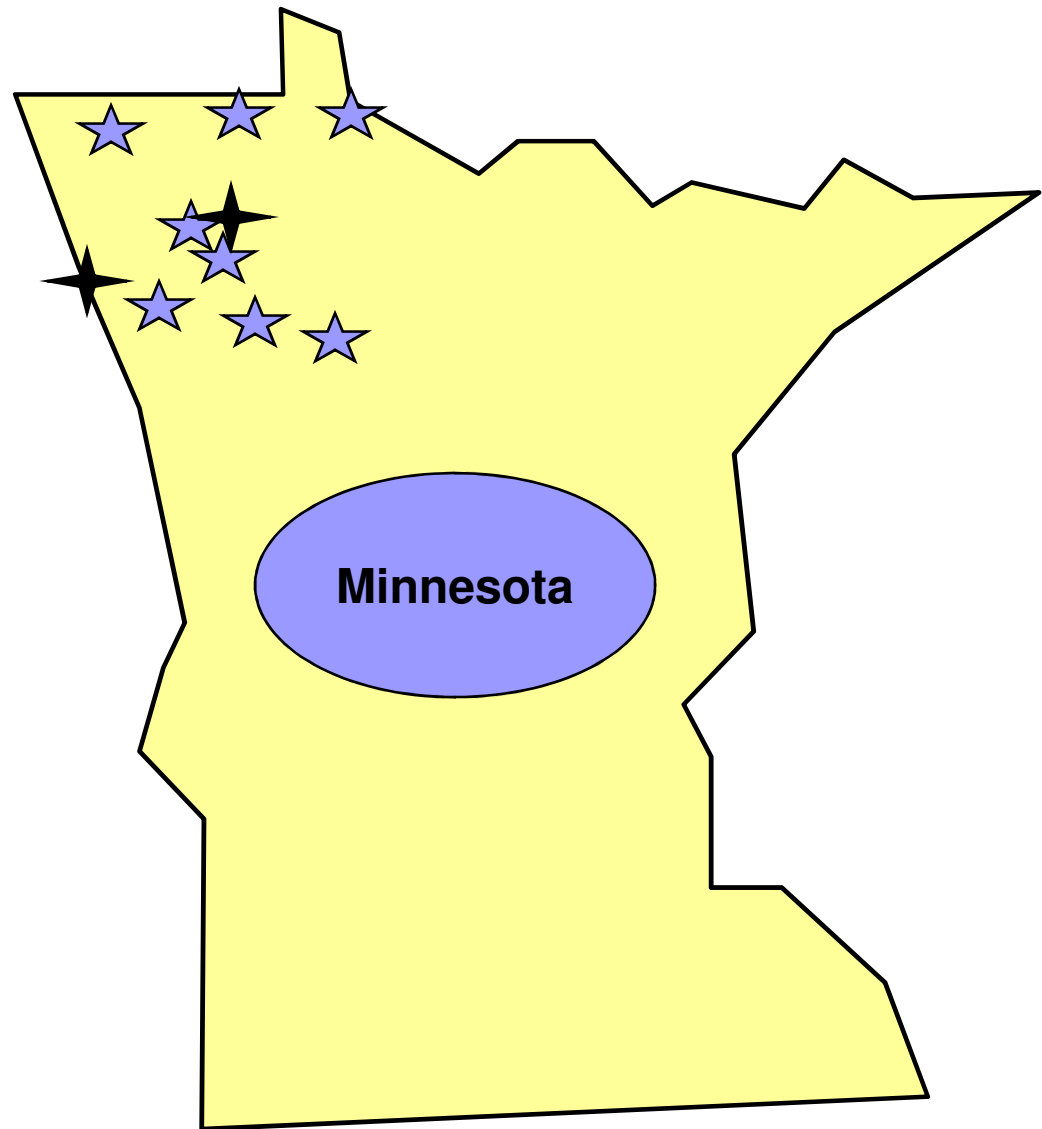
Manufacturing Steering Committee Members


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



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





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



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.



Training Particulars

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





Training Challenges

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



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



First Care Medical Services

- Pat Wangler
- First Care Medical Center CEO



Coalition for Continuous Improvement In Healthcare





CCIH is Established

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



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.



CCIH Overview

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



COALITION FOR CONTINUOUS
IMPROVEMENT IN HEALTHCARE



CCIH Curriculum

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



CCIH Curriculum

- Plus...

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



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.



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



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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