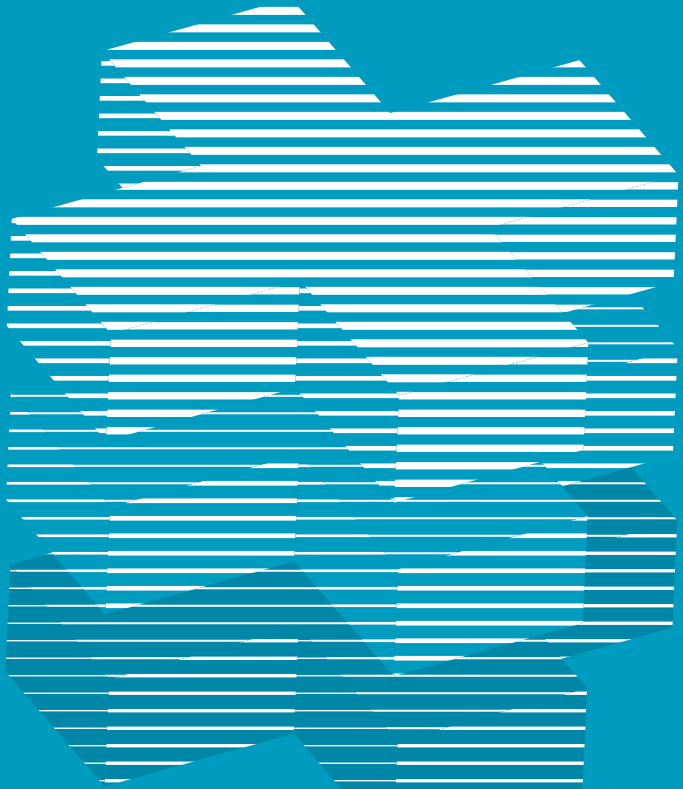


Mark Graban  
February 8, 2011

# Transforming Your Hospital

Using Lean Methods to Improve  
Cost, Quality, and Delivery



# About TechSolve's Healthcare Leadership Series

TechSolve's Healthcare Leadership Series features internationally renowned speakers who apply best practices within hospitals. This series provides healthcare executives with in-depth discussions on the unique challenges facing today's healthcare facilities.



**February 8, 2011**  
**Mark Graban**

**Using Lean Methods to Improve Cost, Quality, and Delivery in Hospitals**

Mr. Graban will discuss how hospitals can benefit from process improvement principles, such as Lean, to help build strong organizations, improve the quality of patient care and safety, and enhance the patient experience.

Over the past decade, Mark has coached Lean teams at client sites in North America and the United Kingdom, including medical laboratories and hospitals. Mark is also actively involved with the Healthcare Value Leaders Network, a collaboration of healthcare organizations from across North America. Mark's book, [Lean Hospitals: Improving Quality, Patient Safety, and Employee Satisfaction](#), was a winner of a 2009 Shingo Research and Professional Publication Award.

5 ACHE Category II credits available

SAVE THE DATE FOR THIS FUTURE EVENT



**MAY 5, 2011**

**Steven Spear**

Steve Spear, a Senior Fellow at the Institute for Healthcare Improvement, is at the leading edge of healthcare reform.

On May 5, he will offer tangible solutions for the industry's most pressing challenges.

Steven's book [The High Velocity Edge: How Market Leaders Leverage Operational Excellence to Beat the Competition](#) provides an innovative approach to management and has helped healthcare providers improve safety, increase quality, and drive down costs. This continuous improvement approach helps healthcare organizations better manage their complex internal systems to identify and quickly address inefficiencies.

Continuing education credits available

## EVENT PROGRAM

### **Bridging the Gap: Understanding and Using Lean Tools to Transform Organizational Leadership**

- What are Lean management principles?
- How should these be applied to core hospital problems such as quality, safety, cost, waiting time, and morale?

### **Embedding a Sustainable Lean Culture in Your Hospital**

- Understanding the elements of a daily Lean management system
- Implementing a visual idea management system
- Understanding the basics of Statistical Process Control (SPC) for daily management decision making

### **Practical Steps to Begin or Improve Lean Deployment in Your Facility**

- Challenges that you may encounter when implementing Lean in your facility
- Key metrics and how to measure them

**Register at [www.techsolve.org](http://www.techsolve.org)**

**LOCATION: TechSolve - Cincinnati, Ohio**

**TIME: 9:00 a.m. - 3:00 p.m.**

**COST: \$95**

**\*Healthcare professionals only**

# Don't miss Mark Graban!

FEBRUARY 8, 2011

5 ACHE Category II credits available!\*

To register or learn more visit  
[www.techsolve.org/events](http://www.techsolve.org/events) or contact  
Doreen at [stanley@techsolve.org](mailto:stanley@techsolve.org)

TechSolve Healthcare Solutions employs process improvement approaches and best practices to streamline process-driven activities in healthcare while maintaining the highest standards of quality care and patient satisfaction.

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\*TechSolve, Inc. is authorized to award 5 hours of pre-approved Category II (non-ACHE) continuing education credits for this program toward advancement, or recertification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward Category II credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or recertification.

# TechSolve

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