

LEAN SIX SIGMA TRAINING: FOR HEALTHCARE, BY HEALTHCARE



In an era of constant change, strong patient outcomes depend on your ability to equip your team with the right skills and techniques.

Competitive Business Solutions can help. Our state-of-the-art, blended learning curriculum — designed with the help of our healthcare partners — enables caregivers and staff to meet quickly-evolving standards and stay focused on quality, safety and efficiency. With a systematic approach to continuous improvement, your team can focus on patient needs while staying confident and prepared.



A UNIQUE LEARNING APPROACH — IDEAL FOR BUSY PROFESSIONALS

The Blended Learning methodology replaces traditional in-person and web-based approaches by combining self-paced e-learning modules with in-person or virtual class sessions. Students learn core concepts at their own speed, while class time is spent reinforcing and applying the concepts.



Great for your team, your organization, and your patients

Benefits include:

- **Improved performance.**

Dual focus on instruction and application strengthens critical capabilities and skills.

- **Ongoing development.**

Our e-learning course remains an effective reference point for students long after training is complete.

- **Easy adoption.**

Aligned to today's adult learners, this course is:

- Supported by any device (cell, computer or tablet)
- Available anytime day or night
- Self-paced for busy schedules

- **A strong foundation for patient care.**

The training is based on Lean Six Sigma, known for its high rate of return.

- **Unified, well-trained staff.**

Participants leave able to understand, speak, and implement critical Lean Six Sigma methodologies together as a team.

- **Increased employee satisfaction.**

Staff typically experience greater job fulfillment as their roles become more defined.

- **Lower cost.**

This training is less expensive and more efficient than similar courses.

Real-world instruction and application built on a proven partnership

Through our partnership with the Salina Regional Health Center, we've developed an engaging, comprehensive curriculum that sets students up for success. Our team works alongside yours to evaluate progress, reinforce concepts and ensure every participant receives the expert guidance and skills they need to excel in their role.

Experience Lean Six Sigma for Healthcare in this sample video.

What makes our healthcare trainings unique?

We've worked with our healthcare partners to bring you the best of professional e-learning in a flexible, customizable format. Our multi-faceted, "total solution" approach includes:



A best-in-class virtual experience.

Our program is highly interactive — clear, engaging and packed with real-world examples.



Courses tailored to your organization.

Both within and outside of our standard yellow, green and black-belt, we offer customized content to ensure your team gets what it needs — from change leadership and problem solving essentials to project management and more.



Standards-based programming.

Third-party, independent certification and continuing education units keep your organization current and team members up-to-date with changing requirements.



Personal mentoring and coaching.

Ongoing, immediate access to expert trainers gives participants a real-time view into practical, on-the-job practical ways to apply course content on the job.

About Competitive Business Solutions

Competitive Business Solutions (CBS) consultants are masters of world-class operational and Lean Six Sigma principles. Creative problem-solvers throughout the improvement process — from initial discovery to implementation and knowledge transfer — CBS consultants take pride in their client relationships, working side-by-side with every member of your team to identify and improve patient care and performance issues quickly and effectively.

HOW CAN WE SERVE YOU?

For additional details or to discuss your organization's specific training needs, call **973-509-0110 ext 147** or visit cbsteam.com/healthcare.

Tiered training options aligned to your organization's goals

	YELLOW BELT	GREEN BELT	BLACK BELT
Student Time Commitment	8 hours	53 hours	58 hours
Continuing Ed. Units*	9.7 hours	63.1 hours	69.2 hours
Course Objectives	Recognize when and how to apply Lean principles and tools to eliminate waste and increase value in your daily work.	Understand and define the quality philosophies of Six Sigma and Lean	Explain cultural resistance to change and how this can be used to assess and overcome resistance
	Resolve business issues using the scientific-based A3 problem solving method	Identify benefits and objectives of Lean Six Sigma for hospital floor, offices and services	Understand the challenges of and techniques for implementing change in an organization
	Understand the differences between Lean and Six Sigma approaches.	Be able to outline the Lean Six Sigma implementation process	Apply the Change Readiness Assessment and Stakeholder Analysis tools to help overcome resistance to change
		Understand project requirements and the basics of selecting and defining a project	Define the basic principles of project management and describe how they are used to manage large projects
		Translate customer needs to critical-to-quality metrics	Develop a project plan which utilizes project management tools and techniques
		Apply Dr. Kano's Four Beliefs to identifying customers' requirements	
		Be able to identify gaps around process	
		Create a Project Charter	
		Show how the use of Kaizen Events, or Rapid Improvement Events, speeds up the execution of larger initiatives	
		Learn the application, use and interpretation of several types of process maps	
		Understand how visual management works with 5S as a key building block for lean improvements	
		Understand the five focusing steps of the Theory of Constraints	

*Continuing Education Units (CEUs) are available for each course. Please inquire to ensure your specific healthcare classification is included in the CEU accreditation.

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