

Oklahoma Hospital Association

presents

Leveraging LEAN and Six Sigma in Your Emergency Department

Webinar (V0803)

August 3, 2010

Overview

Operational efficiency is a top priority in the fast-paced and sometime chaotic emergency department (ED) setting. Wasting time, energy and resources often leads to diminished patient care, poor financial performance and dissatisfied patients and employees. LEAN and Six Sigma are powerful tools for process improvement that have proven useful in many different industries. This program will discuss how these tools can be leveraged in hospitals and health systems to trim wasteful activities so clinicians and administrative staff can focus solely on delivering value-added patient care and customer service.

Packed with insightful details, this presentation provides actionable advice structured around the DMAIC process: define, measure, analyze, improve, and control. A board-certified emergency physician and Senior Vice President of the TeamHealth Emergency Medicine Division, Dr. Mark Harris will draw on his experience developing and executing productivity, metric development and physician performance initiatives in EDs across the country.

Program Topics

Participants will learn:

- How LEAN and Six Sigma principles can improve efficiency in the ED
- Actionable advice for implementing these principles
- Insight on how to sustain improvements

Faculty

Mark Harris, MD, FACEP is the SVP of Emergency Medicine Division for TeamHealth. In addition to leading performance enhancement initiatives for EDs nationwide, Mark helps create leadership development programs and training and accountability programs for ED medical directors throughout TeamHealth's network of affiliated physicians.

Through its six principal service lines located in 13 regional sites, TeamHealth's more than 5,600 affiliated health care professionals provide emergency medicine, hospital medicine, anesthesia, teleradiology and pediatric staffing and management services to approximately 520 civilian and military hospitals, clinics and physician groups in 48 states.

Corporate Education Sponsors

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OHA corporate sponsorships provide organizations with year-round visibility in a variety of ways – publications, events and web site. For more information, go to www.okoha.com and click on Education/Corporate Sponsors.

Target Audience

Hospital C-suite executives and department leaders.

Times

The program is from 12:00 p.m. – 1:00 p.m. Central Time.

Tuition

\$200 for OHA members

\$300 for non-members

Registration fee covers one connection to the program.

Cancellation Policy

The registration fee, less a \$60 service charge, is refundable if notice is received before 4:00 p.m. on July 27, 2010. No refunds will be issued for cancellations received after 4:00 p.m. on July 27, 2010.

The cancellation/refund policy applies to registrations that indicate payment is being mailed prior to the program. No refunds will be issued for those who do not comply with this policy and the full registration amount will be due and owed to OHA.

Substitutions and Transfers

Registrants unable to attend may designate an alternate. Report substitutions to Shelly Bush at bush@okoha.com or Mary Winters at winters@okoha.com or (405) 427-9537, prior to the program. Transfers from one OHA educational program to another are not permitted.

Connecting to the Program

All tuition fees are per connection. Complete the attached registration form and return it to the Oklahoma Hospital Association. After you register for the program(s), you will receive a confirmation notice from OHA. Prior to the program, you will receive instructions on logging into the program. You will also receive the speakers' handouts via email. Approximately 5 to 10 minutes before the program, dial in to be connected to the session. Upon registering for the program, notify all participants and arrange a meeting room and speakerphone, if desired.

If you have not received a confirmation notice 48 hours prior to the program, please call Shelly Bush at (405) 427-9537 to confirm your registration has been received.

Confirmation notices will be sent via email when available.

REGISTRATION FORM
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Your Emergency Department**
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Important Note: Information for accessing each program will be emailed to the following contact person prior to the program date.

Name and Title of Contact Person _____

Organization _____

Mailing Address _____

City, State, Zip _____

Telephone _____ Fax _____ *E-mail _____

- Program fee includes one set of handouts. Upon receipt, you may copy handouts.
- Program fee covers one telephone connection.

Method of Payment

Check in the amount of \$_____ payable to OHERFT is enclosed.

****Please see mailing instructions below.**

Credit Card amount authorized \$_____

Credit Card # _____ Visa MasterCard Amex Discover

Expiration Date _____ Name on card _____

Cardholder's Billing Address (including zip code) _____

Signature _____

Mail all registrations accompanied by a check to:

OHERFT, Dept. #96-0298, Oklahoma City, OK 73196-0298

Mail all other registrations to:

OHERFT, 4000 Lincoln Blvd., Oklahoma City, OK 73105

Return your registration form to OHA. Registrations with credit card payment information included may be faxed to Shelly Bush at (405)424-4507. If you have any questions, please contact Shelly Bush or Mary Winters at (405)427-9537 or by email at bush@okoha.com or winters@okoha.com.

Oklahoma Hospital Association
4000 Lincoln Boulevard
Oklahoma City, OK 73105
Fax: (405) 424-4507