

# **Leading and Prospering in an Era of Change in Healthcare**

## **A Seminar by Carol Lepper**

**When:** Thursday, November 12th                      **Cost:** ASQ Members: \$150, non-members \$225  
**Where:** Holiday Inn Express, 7887 94 Avenue, Pleasant Prairie, WI (off Hwy 50 at I-94)  
**Time:** 8:00 am - 5:00 pm                              **Lunch:**                      on your own  
**Recertification credit:** Certificate                      **Questions:** [dprins@execpc.com](mailto:dprins@execpc.com)  
**Registration form & Check to:** Prins Consulting, 4868 108th St., Franksville, WI 53126

### **Summary**

The changes today in healthcare can be unsettling, confusing, and even threatening. However, it also offers a tremendous opportunity for contribution and advancement for those who can master these new trends. Attendees will take home practical ideas for addressing emerging trends such as Profit, Cost Reduction While Improving Efficiencies, Lean, Six Sigma, Improving Quality, and Healthcare Reform.

### **Speaker**

Carol Lepper, RN, MBA, has over thirty years experience in healthcare business operations, management, performance improvement, Joint Commission and Education. She has used LEAN, Six Sigma and the Toyota Production System (TPS) in many health care projects, with highly effective outcomes. For example, in a pharmacy department Carol's team increased chemotherapy production capacity by one-third, without changing personnel. A review of scheduling at an out-patient clinic increased both capacity and practitioner-patient face-to-face contact by one-third.

Carol is nationally recognized as an expert and pioneer in healthcare for the development and successful implementation of the Toyota Production System (TPS) model in a hospital setting. She can help you make a fruitful application in your workplace.

### **Seminar Description**

This course will provide you with an overview of the forces moving healthcare and insights on how your organization would be able to address these issues utilizing Lean and Six Sigma.

This is an interactive course that will address your concerns over financial stability, cost of care, patient safety and performance improvement in this rapidly changing environment. You will have practical applications that you can apply in your organization. These methods will make your work more meaningful in addition to reducing cost and improving quality.

In the most recent issue of Quality Digest, health care efficiency expert Ron Wince contends that many that many of these facilities are not applying the tools properly and very few completely understand how to fully capture the transformational benefits from lean Six Sigma. They leave "a lot of money on the table."

### **Intended Audience**

Healthcare professionals who are responsible day to day operations, performance improvement, financial management and those who are seeking new or improved methods on how to implement changes to address the currents trends.