

# Lean Curriculum Webinars

## A Four Part Pre-Recorded APHL Training Webinar Series

This webinar series is sponsored by the National Center for Public Health Laboratory Leadership (NCPHLL) of Association of Public Health Laboratories (APHL).



### Part One - What is Lean? Continuous Quality Improvement using Lean

#### DESCRIPTION

Do you see opportunities for quality improvement but do not know where to start? Do you want sustainability? Do you want your laboratory to be run more productively? If you have any of these issues related to your laboratory then this webinar series is perfect for you. Part one of this four part series you will focus on What is Lean? Continuous Quality Improvement using Lean. This webinar provides laboratory leadership and personnel an introduction to Lean processes and demonstrate the relationships between Lean and quality improvement for laboratory services.

#### OBJECTIVES

At the conclusion of the program, the participant will be able to:

- State why Lean is important for quality improvement
- Describe examples of what Lean is
- Discuss the history of Lean
- State the impact Lean has in a laboratory
- Describe ways to help customers start believing in the Lean process
- Discuss ways to help your staff to buy-in and use Lean

#### FACULTY

**Zenda L. Berrada, Ph.D., D(ABMM), PHLD(ABB)**, Director, San Mateo County Public Health Laboratory, San Mateo, CA

**Laura Eisinger Naught, PhD, NRCC(TC)**, CLIA Director, Missouri State Public Health Laboratory, Missouri Department of Health and Senior Services, Jefferson City, MO

### Part Two - So Now You Know What Lean Is, How Do You Get Started?

#### DESCRIPTION

Implementing a continuous quality improvement strategy like Lean can fundamentally change the way a laboratory conducts its work and thinks about problems and opportunities. This session uses a well-established module for successfully leading change to provide tips and best practices for the successful implementation of Lean in a laboratory. The Lean Daily Management System is discussed as the foundation for effective communication and successful application of Lean methodologies.

#### OBJECTIVES

At the conclusion of the program, the participant will be able to:

- Describe reasons why to get started with Lean
- List steps that are important to successfully lead a change initiative, such as implementing Lean
- Describe the Lean Daily Management System and its importance to a team's success
- Explain how Lean can help build trust and shape organizational culture
- Describe how to recognize the best opportunities for targeted quality improvement using Lean

#### FACULTY

**Sanjib Bhattacharyya, PhD**, Deputy Laboratory Director, City of Milwaukee Health Department, Milwaukee, WI

**Denise Lopez, MS, PHM**, Tulare County Public Health Laboratories, Clinical, Dairy, Food and Water, Tulare, CA

### Part Three - Using Lean Tools to Identify and Develop Projects

#### DESCRIPTION

This session provides practical applications for identifying and conducting Lean projects and measuring outcomes. It helps explain how to select a project, create a project charter, and how to determine what tools and measurements to use in developing the project. You will see real public health laboratory examples of these tools in use and how they helped improve processes.

#### OBJECTIVES

At the conclusion of the program, the participant will be able to:

- Identify projects to initially select and determine projects that are easy wins
- Identify and develop a project charter
- Discuss how to collect and assess appropriate metrics to determine project outcomes
- Identify why, when and how to use Lean tools
- Describe where to find more resources



8515 Georgia Ave, Suite 700  
Silver Spring, MD 20910

#### In case you missed it...

All of our webinars are archived on the Web for six–twelve months from the original date of the program. Visit [www.aphl.org/archivedwebinars](http://www.aphl.org/archivedwebinars) for a full course listing.

The Association of Public Health Laboratories (APHL) sponsors educational programs on critical issues in laboratory science.

For a complete list of courses, visit: [www.LaboratoryTraining.org](http://www.LaboratoryTraining.org)

#### SPECIAL NEEDS

Individuals seeking special accommodations should submit their request in writing to [customersupport@aphl.org](mailto:customersupport@aphl.org). Please allow sufficient time for APHL to make arrangements, which is normally at least three weeks prior to start date of the course. For more information call 800.536.6586.

#### CONTINUING EDUCATION

The Association of Public Health Laboratories (APHL) is approved as a provider of continuing education programs in the clinical laboratory sciences by the ASCLS P.A.C.E.® Program. Participants who successfully complete each program will be awarded 1.0 contact hours. P.A.C.E.® is accepted by all licensure states except Florida. APHL is a Florida approved CE provider; each course has been approved for 1.0 contact hours for Florida Laboratory Licensure.

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### FACULTY

**Karen Stephani, Quality Manager**, New York State Department of Agriculture and Markets, Food Laboratory Division, Albany, NY

**Kathryn Wangsness, MHA**, Chief, Office of Laboratory Services, Arizona State Public Health Laboratory, Phoenix, AZ

### Part Four - The Benefits of Lean and the Returns for your Organization

### DESCRIPTION

Lean has been used in many organizations to improve the quality of laboratory products and services. This session reviews the benefits of measuring success and sustaining quality improvement through the adoption of Lean as a continuous improvement method and practical approaches for sustaining Lean in a laboratory.

### OBJECTIVES

At the conclusion of the program, the participant will be able to:

- Identify the main strategies to sustain quality improvement
- Discuss the challenges of Lean
- Describe how to demonstrate quality improvement success
- Discuss engagement, empowerment, and culture that supports sustainability

### FACULTY

**Grace Kubin, PhD**, Director, Laboratory Services Section, Texas Dept. of State Health Services, Austin, TX

**Jill J. Power, MS, M(ASCP), CMQ/OE(ASQ)**, Quality Manager, NH Public Health Laboratories, NH Division of Public Health Services, Dept. of Health & Human Services, Concord, NH

### AUDIENCE

These intermediate-level programs are designed for laboratory professionals who wish to learn more about lean processes

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### REGISTRATION Register for the series or an individual program

- These program are **free** and available 24/7 as a streaming video on the Web until June 21, 2017.
- *Lean Curriculum Webinar Series* registration deadline: June 6 2017
- Registration per site:
  - *Lean Curriculum Webinar Series* (four webinars) - Series includes unlimited access to the archived programs AND unlimited CEUs to anyone at your site for each program.
  - Single webinar from the *Lean Curriculum Webinar Series* includes unlimited access to the archived program AND unlimited CEUs to anyone at your site.
- Select a site facilitator who can receive all communication via email
- Site facilitator must register online at [www.aphl.org/courses/Pages/633-15.aspx](http://www.aphl.org/courses/Pages/633-15.aspx). *Having difficulty with the online registration process? Please email [registrar@aphl.org](mailto:registrar@aphl.org) or call 240.485.2727 from 8:00 am-4:30 pm ET.*
- After your facility's registration is confirmed, the site facilitator will receive all necessary instructions and paperwork via email.
- For program content information, please email [webinar@aphl.org](mailto:webinar@aphl.org).

### ACKNOWLEDGEMENT

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