



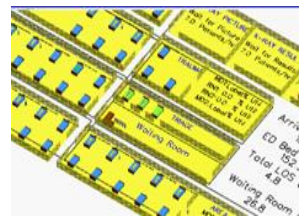
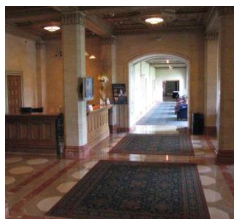
In  
conjunction  
with



Is pleased to present

# Process Simulation: The Next Step Forward in Lean Systems

**A Half Day Introduction to Process Simulation as the  
Next Generation Process Optimization Tool in Healthcare**



**Inn at St Johns  
Plymouth, Michigan**



In this introduction to **Computer Based Process Simulation in Healthcare**, our presenters will discuss how this tool represents one of the next significant steps forward in how organizations will be able to see and eliminate **WASTE** and optimize their performance.

In this workshop, we present the “state of the art” of process simulation in Healthcare, we outline the popular process simulation software that is being used and ***misused*** and then present and discuss a live process simulation model of an Emergency Department. We describe the connection between Computer Based Process Simulation, Lean Systems, Six Sigma and other Process Improvement Strategies. For Healthcare organizations who recognize the value of process simulation, we will provide you with enough knowledge for you to make informed choices about how to get started or how to make appropriate course corrections for organizations who have already begun to apply process simulation as a performance improvement tool.

The science of “process simulation” was pioneered at Stanford University in the late 1960’s. Process modeling and simulation has evolved and has been simplified for the user through the use of dedicated software programs ranging in price from a few hundred dollars to over \$100,000. They also vary widely in the technical expertise required to use the software. The more comprehensive process simulation software requires the user to write customized computer code. The simpler software packages require only a basic familiarity with process flowcharting and with the specific structure of the software. Although there are huge benefits to using process simulation, there are also several dangers. The first is that typically, the user has very limited education about how to accurately represent the process itself. Whether you are using a paper and pencil flowchart or the most sophisticated process simulation software, the user must have a comprehensive working knowledge of the architecture of a process: the connections and relationships of conditions and events in a process. In our experience, it is almost universally true that the users of process simulation software have had some orientation about the software itself, but no education whatsoever in diagramming and representing a process.

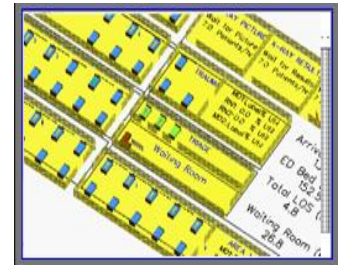
Lean Systems have been implemented and have resulted in unparalleled levels of performance improvement in healthcare organizations such as the Virginia Mason Medical Center in Seattle and in England’s National Health System since the year 2000. The “migration” of LEAN Systems from manufacturing, where “Lean” began, to healthcare has been successful but also very challenging. Healthcare practitioners often initially resist the idea that methods that have been a significant transformational force in manufacturing could benefit healthcare. Doubters in healthcare have only to compare the error rates (typically three errors out of one hundred events) in healthcare to those in similarly complex manufacturing operations (often approaching less than one out of one hundred thousand events) to appreciate the potential of Lean Systems.

## Course Agenda

This learning experience includes a continental breakfast.



- Welcome and Introductions
- Identify participants' specific learning objectives
- Class exercise
- Key concepts in process simulation
- Discussion of the MANY Process Simulation software packages and which are useful in Healthcare
- Presentation of a Healthcare Process Model and its results
- Questions and Answers
- Recommendations for further action



### LEARNING OBJECTIVES

Lean Healthcare Program Objectives:

Upon completion of the "Implementing Lean Systems in Healthcare" course you will be able to:

- Understand the application of Computer Based Process Modeling both as a stand alone process improvement tool and how it integrates successfully with LEAN Systems to improve quality, cost and delivery of healthcare services
- Know when, where and how to use Process Modeling to optimize a process

### WHO SHOULD ATTEND

The following attendees will especially benefit from this education:

- Healthcare executives
- Physicians
- Clinical and administrative department managers
- Nurses
- Quality and Management Engineers
- Laboratory & specialized healthcare services

### Program Fee

**\$25 Fee Per Person**

#### Fee includes:

- Tuition for the seminar
- Printed instructional materials
- Continental breakfast

To Register, visit this page at the PERFECT Hospital website:  
[https://www.perfecthospital.org/workshops\\_introductory.php](https://www.perfecthospital.org/workshops_introductory.php)

For more information, please contact us at:  
[service@perfecthospital.org](mailto:service@perfecthospital.org)

**Thank you!**