

Agenda

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# Lean Healthcare Summit

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**Barcelona**  
June 29<sup>th</sup> 2016



[www.institutolean.org](http://www.institutolean.org)

[www.leanevent.org](http://www.leanevent.org)



# ¿What is a Lean Healthcare Event?

*“The objective is to do things better or.. even better: help people do things better”.*

This year **Instituto Lean Management** organizes a one-day big event, on June 29th, that will bring some of the last experiences on Lean implementation to both healthcare processes and support ones, all together in one summit in Barcelona.

You will be able to know these experiences and learn, on first hand, from those people who are leading small changes, or big transformations, on healthcare sector.

Attendees will be able to:

- Have first hand information about the successes and difficulties experienced on redesigning and executing projects on different areas (and with results!).
- Understand how ‘value for patient’ can be improved and maximised.
- Learn the key aspects to consider when starting a Lean project efficiently and sustainable on time, directly from the Lean teams.



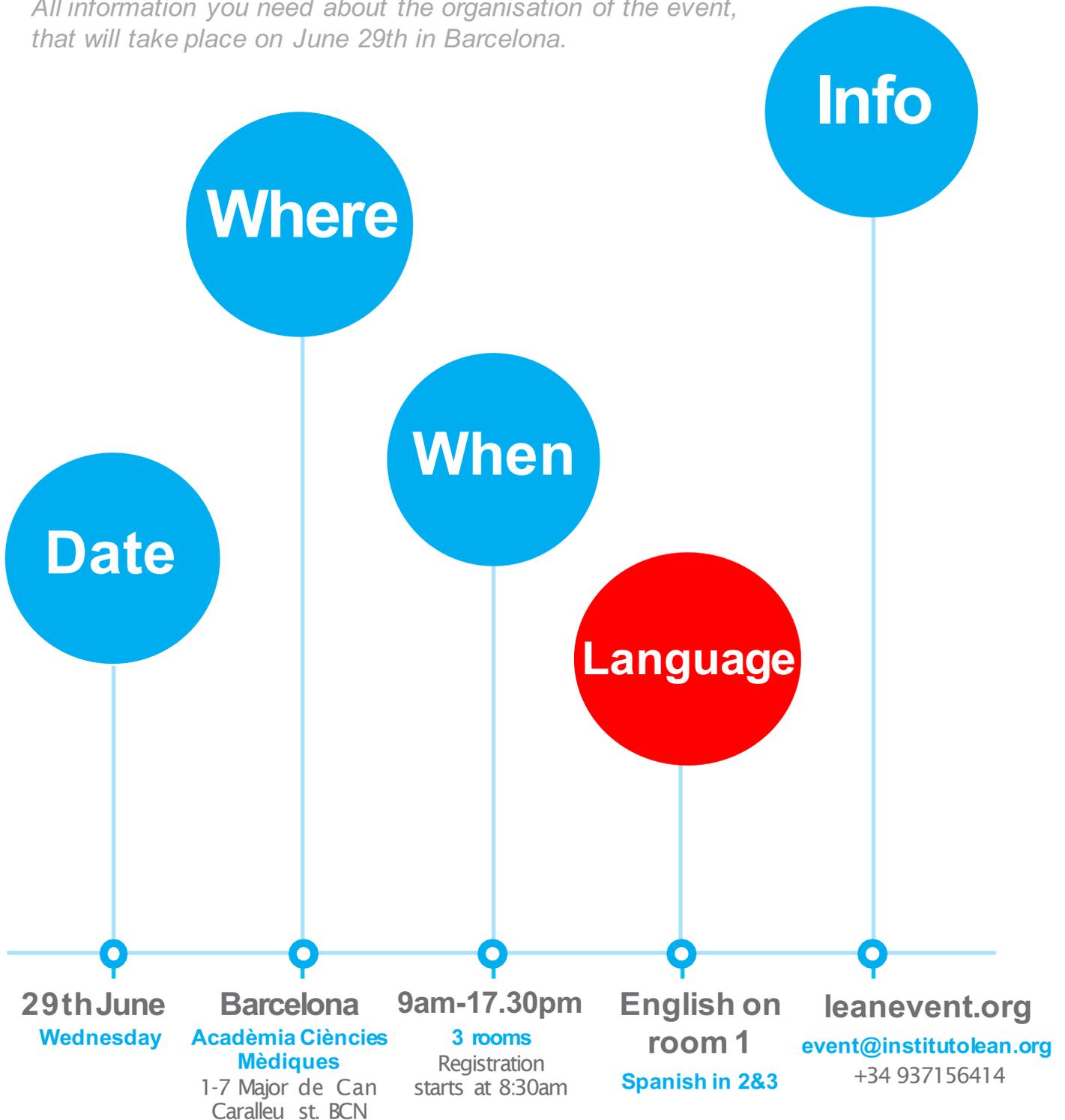
*The solution not only consist on applying, adapting, and implementing Lean techniques known for about more than 20 years, but in thinking in a more transformational way.*

Our goal is to provide outstanding content and opportunities for networking to help maximizing the value for all attendees, speakers and collaborators, with the best healthcare conference ever at present.

We would like that this journey would helped understanding what it means to start a lean transformation in a healthcare organization, where to start, what key aspects are necessary to consider, what could be a proper sequence of action implementation and how should be managed all change process.

# Key Information

All information you need about the organisation of the event, that will take place on June 29th in Barcelona.



# Agenda

## Lean Transformation Model

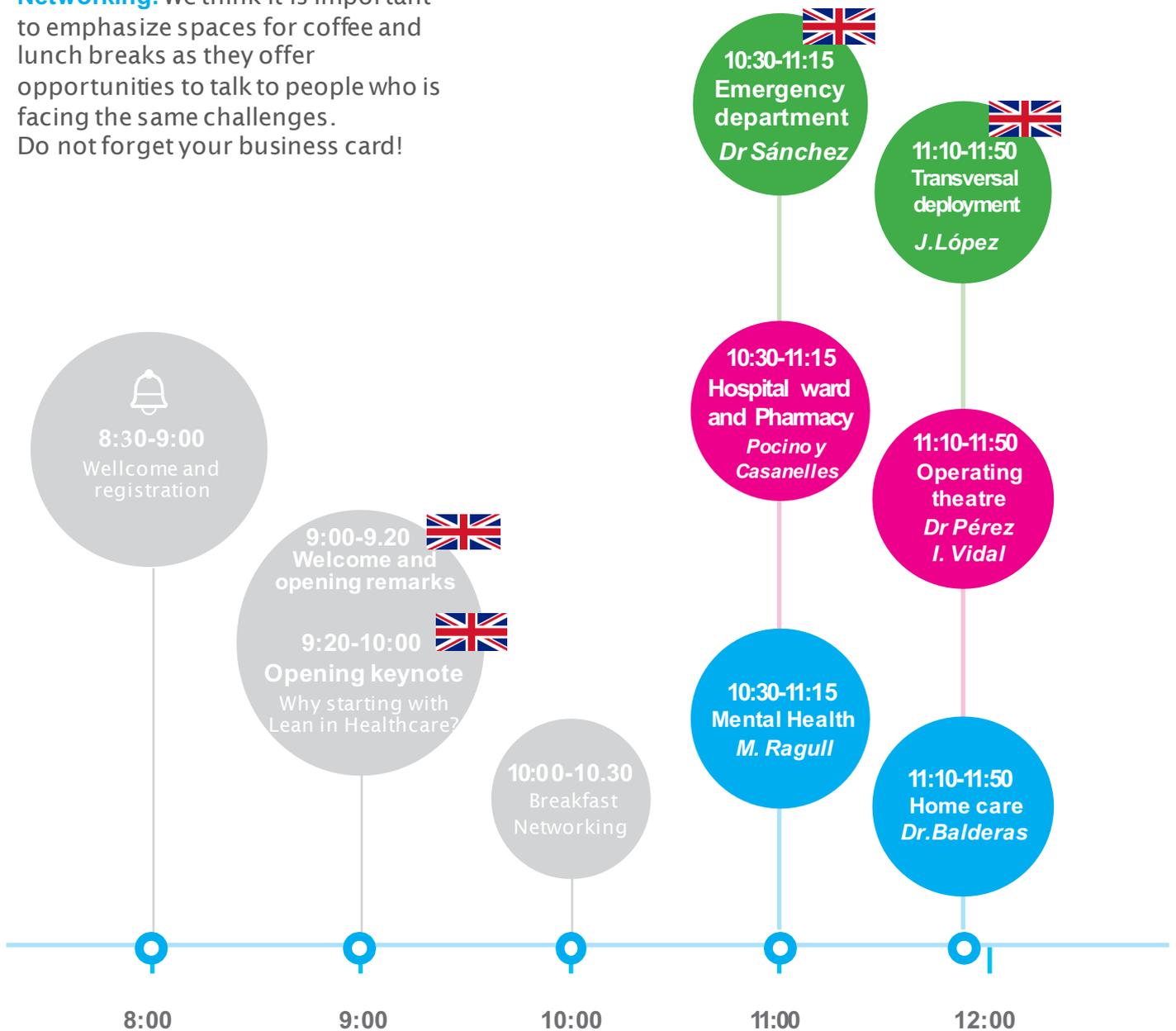
	Room 1. (FULL ENGLISH) CEO's & Management	Room 2. Assistance & support processes	Room 3. Assistance & support processes
9h 9:20h	Welcome and opening remarks. Instituto Lean		
10h	Opening keynote. <b>Dr. Ibañez</b> . CSG. Why starting with a Lean Transformation in an organization		
10-10:30h	<b>COFFEE BREAK &amp; NETWORKING</b>		
11:10h	<b>Dr. Sanchez</b> . Hospital Clínic. DIY approach. Methodological key steps in a lean development.	<b>Angèlica Pocino y Anna Casanelles</b> . Hospital Germans Trias i Pujol. Hospitalization and Pharmacy: centered patient processes	<b>Miquel Ragull</b> . Hospital de la Santa Creu i Sant Pau. Mental Health acute unit. Standardization of patient permission process management.
11:50h 11:50-12h	<b>Joan López</b> . HUMT. Lean Management: Challenges when facing the development of a cross-wise action in order to improve the flow of the attention to the final user.	<b>Dr. Pérez e Irene Vidal</b> . CSG. Operating room and surgical ward. Team work and efficiency.	<b>Sra. Balderas</b> . Burdeos. Home care. Value Added to chronic patient service.
12:40h	<b>SHORT BREAK</b>		
12:40h	<b>Isabel Muñoz</b> . Osenseis. Lean Healthcare systems that improve patient safety.	<b>Montse Suárez</b> . Hospital Clínic. <b>Paqui Flores</b> . CSG. Efficient attention to satisfy urgent demand.	<b>Dra. Ruiz</b> . Primary care. ICS. <b>Dr. Bravo</b> . Primary care. ICS <b>Dra. Camañes</b> . Primary care. ICS. Optimization of the resolution to patient care.
13:20h	<b>Caterina Bianciardi y Jacopo Guercini</b> . Hospital de Siena, Italia. 'Top-down' & 'Down to Top' Lean approach in a healthcare organization.	<b>Dra Bengoechea, Maria Manzano</b> . CSG. Image diagnosis without waitings and waste.	<b>Dr. Mateo</b> . CSG. Managing the waiting list. Coordination with support processes and primary care.
14:40h	<b>LUNCH, NETWORKING &amp; SHARING</b>		
15:20h	<b>Speaker TBD</b> . Becoming a good lean leader; Lean & Learning process.	<b>Daniel Regaña</b> . Quirónsalud. Lean and Kaizen in an private health organization.	<b>Ramon Roca</b> . Hospital de Campdevànol. Logistics. Optimization of linen supply service flow.
16:00h 16-16:30h	Round table. Moderator: <b>Sra. Rosa Simon</b> . CSG. Empowerment and training of people, the most important active of every organization, Challenges and opportunities.	<b>Severino Abad</b> . ILM <b>Dr. Galtés</b> . IMLCFC Laboratories. Lean processes to forensic medicine.	<b>Gerard Delmàs</b> CSG. Clinical information at the point of care.
	<b>BREAK</b>		
17:15h	Closing Keynote. <b>Dr. Daniel Jones</b> . LEA.UK. Lean Healthcare systems.		
17:30h	Wrap Up. Instituto Lean		

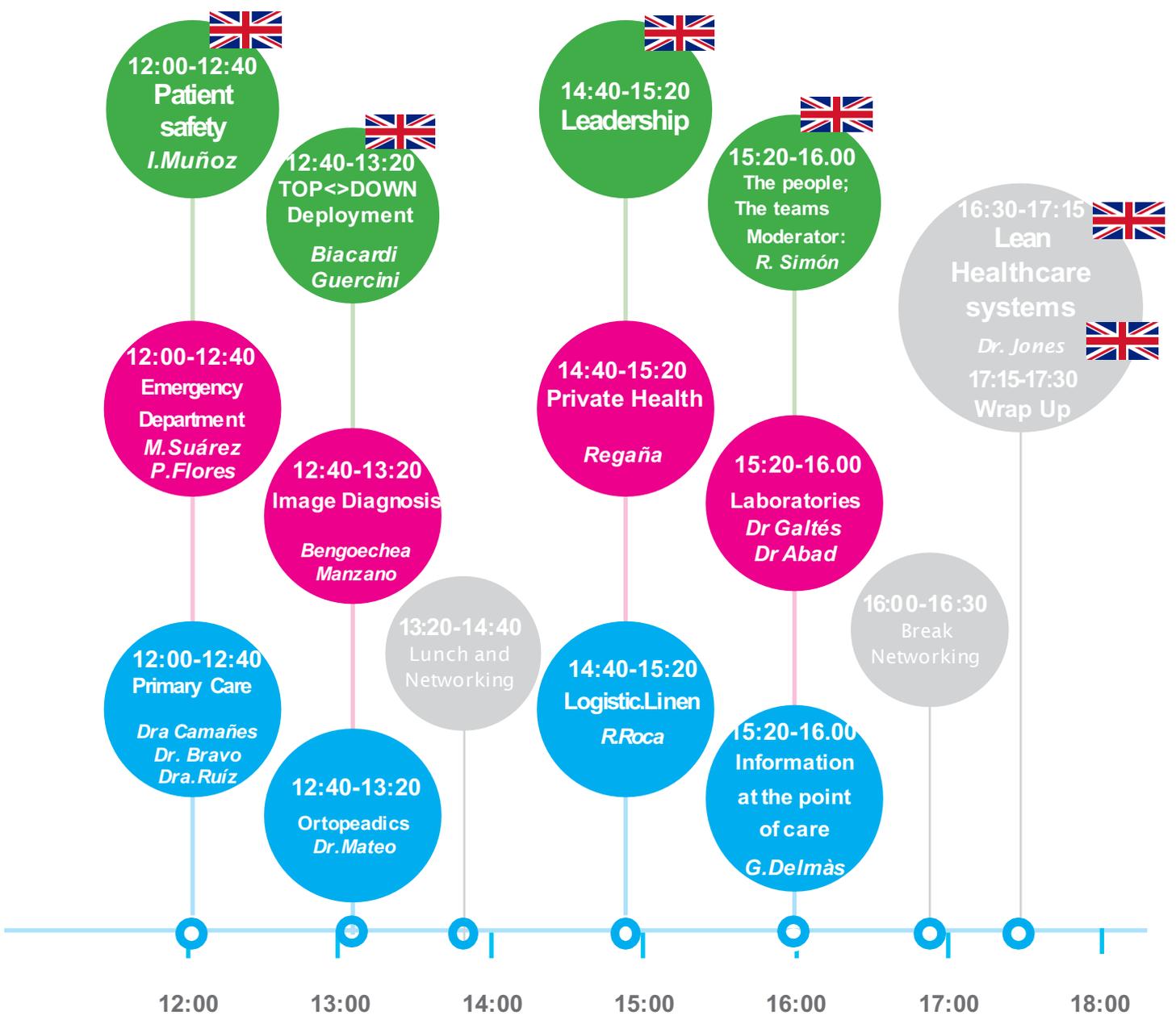
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## Lean Healthcare congress

Once more, this year the number of learning sessions is really high. This favors a good environment for networking.

**Networking.** We think it is important to emphasize spaces for coffee and lunch breaks as they offer opportunities to talk to people who is facing the same challenges. Do not forget your business card!





# Sessions & Speakers

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*The event aims to provide knowledge about the last and more advanced ways of lean implementations*

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## Why start with Lean in a Healthcare organization?

*Dr. Ibáñez is the CEO of Consorci Sanitari del Garraf (BCN), and Consorci Sanitari del Penedès (BCN).*

In this presentation Dr.Ibañez will talk about the main aspects that encourage them to choose Lean Philosophy as a means of change in the organization. What were the main phases followed, positive and more outstanding points as well as main resistances faced.

After four years from the starting, we will find out if it is still worth the effort...

## LeanHealthcare systems

*Dr. Jones is one of the most respected lean expert all over the world. Specially in the healthcare field.*

Dan Jones will talk about how lean philosophy have been developed in healthcare environment and its evolution over the last decades.

### **Do It Yourself Approach. Key methodological steps in a lean implementation.**

*El Dr. Sánchez es el director del servicio de urgencias del Hospital Clínic de Barcelona.*

Dr. Sánchez will explain how to achieve a strong leadership when developing a lean project without the support of any external organization.

He will explain the methodological steps taken to achieve good results and engagement of their people.

### **‘Top-down’ & ‘Down to Top’ Lean approach in a Healthcare organization.**

*Caterina Biacardi and Jacopo Guercini, are the responsables of the internal lean team of Siena hospital in Italy.*

Caterina Biacardi y Jacopo Guercini will explain how they have been deploying a lean culture of participation and progressively involvement of their professionals in a continuous improvement way, for the last six years.

They will talk about how important it is the existence of a strong leadership and management team (as it is their case).

They will also present the lean training program and some of the results achieved up to today.

### **Round table: Empowerment and training of people, the most important active of every organization; Challenges and opportunities.**

*Rosa Simón, is the responsible of quality department, lean and patient service of CSG. Toni Campos is the operations responsible of Hospital Vall d’Hebrón.*

*Montse Suárez, is the nurse responsible of the ED of Hospital Clínic.*

*Caterina Biacardi y Jacopo Guercini are the responsables of lean team of Siena hospital in Siena (IT).*

The speakers will discuss and share points of view and experience about aspects related to ‘human factor’. It will be discussed aspects like:

- Why it is important that people get involved in the transformation?
- Is there a ‘best’ way to achieve people involvement?
- Why resistances appear?
- Who should be the change agents and how to ‘find’ them?
- When starting a transformation what basic thinking/culture is required?
- Will we be able to achieve involvement of everyone?
- How do we have to empower people so that they can contribute positively to the transformation?

### Lean Healthcare systems that improve patient safety.

*Isabel Muñoz is CEO of OSenseis, an organisation that works on Lean Healthcare diffusion.*

Isabel Muñoz will explain how Lean philosophy can contribute to improving both professionals and patients safety, the final clients of a healthcare organization, through eliminating processes variability consequence of the existence of NVA activities.

In doing so, it is important to have stable assistance and support processes and predictable outputs.

### Becoming a good lean leader; Lean&Learning process

*To Be Defined*

### Emergency Department. Efficient attention to satisfy urgent demand

*Montse Suárez, is the head nurse of the emergency service of Hospital Clínic. P. Flores, is the head nurse of the emergency service of CSG.*

Montse Suárez y Paqui Flores will talk about optimizing the urgent service through the elimination of all NVA activities, and enabling a better coordination between the rhythm of the service and the demand (and reducing cues), without decreasing the level of the quality offered to the patients, and improving the safety.

They will explain how to create 'EDIT' (Emergency Department Integrated Team) formed by doctor-nurse-auxiliary-porter-administrative. A key concept if you want to deliver an efficient attention to the patient.

### **Image diagnosis without waiting and waste.**

*Dra. Bengoechea, is the medical responsible of the image diagnose service of CSG.*

*Maria Manzano is the nurse responsible of the image diagnose service of CSG*

Maria Manzano y la Dra Bengoechea will explain how they applied standardization to their service, on of the most important lean tools.

They achieved a dramatically reduction on the waiting time of the patients, and also increased the productivity, through redefining processes and circuits and eliminating NVA activities

### **Lean Management: Challenges in a transversal deployment to improve the flow of the service offered to the 'final' client.**

*Joan López is the corporative director of Mútua de Terrassa group.*

Joan López will explain the steps they are following to develop a global project for improving the transversality between different areas of the entire organization. And how they are increasingly improving the service offered to the 'final' client, the patient.

He will explain the reasons why they thought lean management could contribute to the whole project.

### **Hospitalization and Pharmacy. Patient centered processes.**

*Angèlica Pocino is a quality technician and Anna Casanellas is the responsible of Pharmacy of Hospital Trias i Pujol.*

They will explain how lean management helped them in achieving a more fluid process of medication supply to several hospital wards.

They created teams formed by professionals of both pharmacy and wards in order to achieve good pace in deploying the project. They will explain how they implemented tools like visual management, 5S and standardization.

### **Standardization of patient permission in a mental health acute unit.**

*Miquel Ragull is an specialised nurse in mental health; Hospital de la Santa Creu i Sant Pau.*

Miquel Ragull will explain how they managed to eliminate variability and problems originated because of a poor calls, outings and visits permission process.

He will explain how they analyzed it all through the A3 tool, from initial situation to the root causes of each of the problems identified.

### Laboratories. Lean processes in forensic medicine and laboratory.

*Dr. Ignasi Galtés is doctor and forensic anthropologist. MD, PhD.*

*Severino Abad is Doctor by the Universidad de Vigo and expert in Lean Management (ILM).*

There is different processes created or related while doing an autopsy: reception and delivery of a cadaver, shipment of reports to court, sample procedures, and so on. All these processes can be improved through simple actions and at a very low cost, and this can have a big impact on the service and also on reducing the stress of the professionals.

### Optimization of the resolution of patient attention.

*Dra. Ruiz, Dr.Bravo and Dra.Camañes work at the primary care level, ICS.*

They will present a lean implementation in a Primary Care centre, and the work done by several lean improvement teams, with the objective of increasing the flow of the attention offered to the patient.

Initial diagnose extracted through observation directly from the gemba is a key initial step to start with. And also activity volume management and standardization of work processes were .

### Lean and Kaizen in an private health organization.

*Daniel Regaña is the responsible of Hospitalisation and critic unit of Hospital Universitario Sagrat Cor.*

He will talk about the approach they followed when developing lean culture in their organisation. Concretely, he will talk about kaizen philosophy. A 'can do' positive attitude that turns into a high amount of small but constant improvement actions.

He will explain how they achieved engagement from professionals and how they managed the entire change process from diffusion, suggestions, implementation and sustainability.

### **Logistics. Optimization of linen supply service flow.**

*Ramon Roca is the responsible of general services of Campdevàdol Hospital.*

Ramon Roca will explain how they develop Lean methodology in the laundry service in order to improve the quality of the service offered to the rest of the hospital. We will what elements they took into account when designing the lean team, a fundamental point to start every lean project; Some of the countermeasures implemented were improvement of the calculation of quantities to put into the cart by a better understanding of the demand on the wards, and the use of 5S. The results: a decrease of 50% of the times of lack of material and a decrease of the transportation. Also NVA activities were eliminated in the laundry.

### **Value Added in chronic patient attention**

Mrs. Balderas will talk about how lean management can be applied to home healthcare services, to chronic patients.

Burdeaux. France.

### **Information systems integration in hospitalisation processes and visualization through a unique interface.**

*Gerard Delmas is the responsible of the Information Systems Department of CSG Hospital.*

Gerard will talk about the project they are developing related to the integration of all different database of hospitalized patients in a unique interface, and the possibility to visualize all the information through a tablet while being next to the patient bed.

Through this, it is not only possible to speed up the time doctors dedicate to manage and register patient clinic evolution data, but also increasing the direct patient time: a 100% VA time!

### **Waiting list management & Support services coordination.**

*Dr. Mateo is the responsible of orthopaedics service of CSG Hospital .*

Dr. Mateo will talk about how they applied lean to make his service more efficient.

The coordination with diagnose image service and the primary care centre was a key aspect for the good development of the project.

They managed to avoid unnecessary waiting of the patient in a 'wrong' waiting list, by redefining the systematic and derivation criteria between primary care centre and the hospital, and also by redesigning and rethinking the way they schedule the agendas.

# Prices and Registration

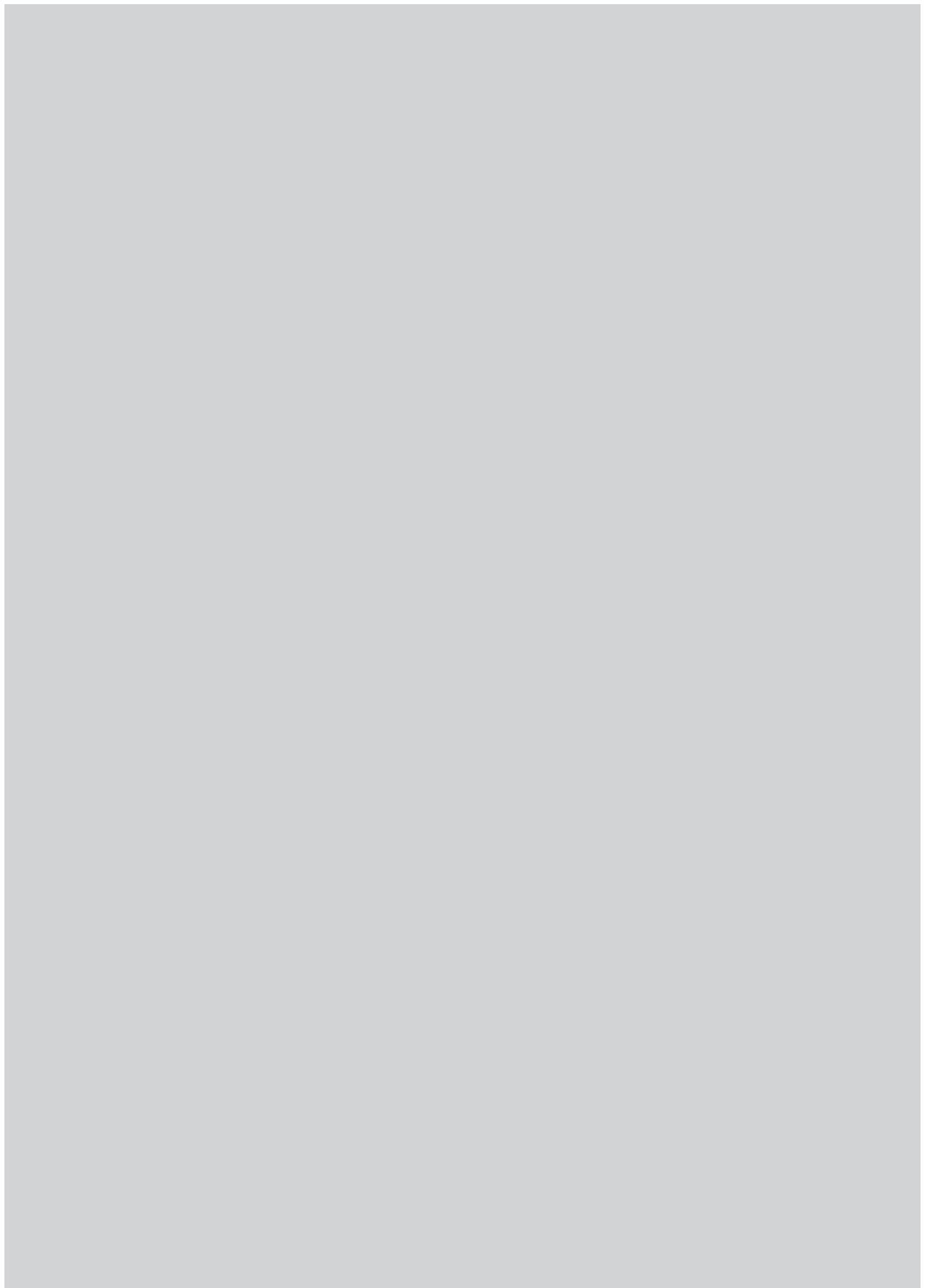
## Lean Transformation Model

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89€	98€	120€	Your reserved seat breakfast, lunch, coffee-break  Documentation of the congress  Discount when buying books in the summit.

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