

Management Development Programme
on

Lean Six Sigma in Healthcare

May 17 -19, 2024





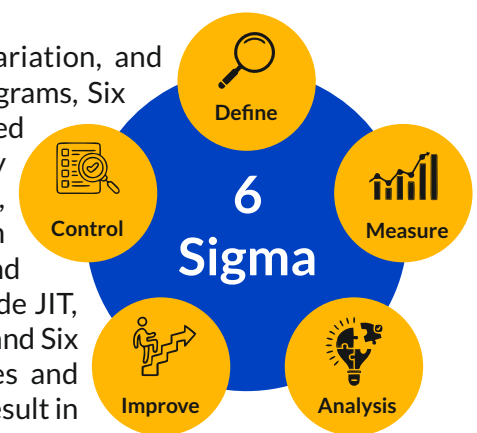
/// About IIHMR University ///

The genesis of IIHMR University dates to October 5, 1984, when the Indian Institute of Health Management Research (IIHMR) was established. In 2014, IIHMR University was established and incorporated as a postgraduate research university by the Government of Rajasthan vide the IIHMR University, Jaipur Act, 2014 (Act No. 3, of 2014). Our multi-disciplinary faculty, representing Public Health Management, Hospital Management, Health Management, Health Economics, Statistics, Demography, and Social and Behavioural Sciences, provides an enabling environment for learning and professional growth and development.

IIHMR University offers the following post-graduate programmes: MBA (Hospital and Health Management), MBA (Pharmaceutical Management), MBA (Development Management), Master of Public Health Offered by Johns Hopkins Bloomberg School of Public Health, Baltimore, MD, USA in cooperation with IIHMR University, Jaipur, India, Master of Public Health (Implementation Science) (fully funded WHO-TDR programme), Executive MPH, and Executive MHA. The University offers PhD programmes in major areas of Hospital Management, Health Management, Development Studies, Public Health, and Pharmaceutical Management. IIHMR University has a strong collaboration with Johns Hopkins University, USA; Chester University, UK; University of Montreal, Canada; Curtin University, Australia; Kandahar University, Afghanistan; Management and Science University (MSU) Malaysia; and Rajasthan University of Health Sciences for student exchange, faculty exchange, and joint research programmes.

/// Introduction ///

Lean Six Sigma (LSS) is an approach focused on improving quality, reducing variation, and eliminating waste in an organization. It is the combining of two improvement programs, Six Sigma and Lean Management. Six Sigma is a quality management philosophy, evolved from Motorola corporation, and focuses on reducing variation, and improving quality of products, processes, and services. It uses the DMAIC (Define, Measure, Analyze, Improve, and Control) problem solving approach, and a wide array of quality problem solving tools. Lean management evolved from Toyota Production System (TPS) and focuses on reducing waste and cycle time in processes. The core ideas of lean include JIT, establishing pull & flow, value stream mapping, 5S, Poka-yoke and ZQC. Today Lean and Six Sigma have merged to capitalize on the best of both improvement philosophies and methodologies. LSS tools and techniques when applied in healthcare/hospitals can result in reducing cost and improving patient satisfaction.



Manufacturing organizations have successfully employed these tools and techniques for many years. Recently, leading hospitals/healthcare organizations have begun to employ the same tools.

With this backdrop, this training programme has been designed to enable the participants understand and apply important lean and six sigma techniques for effective and efficient management of healthcare services.

// Programme Objectives //

The programme has been designed with the objective to help the participants understand and use important Lean Six Sigma (LSS) techniques in healthcare/hospital operations management. Specifically, the objectives of the programme are to make participants understand:

- Concept of lean six sigma in healthcare.
- Just-In-Time (JIT) in healthcare.
- 5S & Poka-yoke techniques in lean management.
- Six sigma & data analysis in quality improvement.
- Use of Minitab® software.
- LSS through case studies.

// Course Content //

- Quality in healthcare, Quality Experts, Industrial origin of lean & six sigma.
- Seven wastes (Muda) in healthcare, Just-in-Time (JIT) for lean healthcare, Mapping Clinical Value Stream, Standard Work for Lean Healthcare, 5S for healthcare, Poka-Yoke in healthcare.
- Concept of six sigma (σ), DPMO and sigma level, Statistics for Six Sigma, five phases of LSS projects - Define, Measure, Analyse, Improve & Control.
- Quality Tools for Successful Six Sigma Projects - Check sheet, Histogram, Scatter diagram, Flow chart (Process Map), Statistical Process Control (SPC) charts, Fishbone diagram & Pareto chart. Use of Minitab® in analysis.
- Case Studies - Lean Six Sigma in healthcare.

// Potential Beneficiaries //

The programme has been designed for Hospital CEOs, Managing Directors, Administrative Officers, Medical Superintendents, Medical directors, Nursing directors, Hospital Managers, Hospital Quality Managers, HMIS Officers, Consultants, NHM Officials, DEIC Managers, RBSK-NHM, Public Health Consultants, Doctors, Supply Chain Managers, Hospital Operations Executives, NABH Accreditation Officers, MHA/MPH faculties, MHA graduates etc. with substantial managerial responsibilities, interests, and motivation to learn and improve healthcare services.

// Duration & Venue //

The training has been scheduled between **May 17-19, 2024**. The timing of the programme would be 10:00 AM – 5:00 PM. The **Venue** of the programme would be **IIHMR University, Jaipur, India**. IIHMR University is located near Jaipur International airport, Sanganer, Jaipur. The University campus provides a learning environment to the participants. The participants are welcome to use the library and recreational facilities at the campus.

// Pedagogy & Key Features //

- The programme will be delivered using PPT, Whiteboard for explaining the concepts and cases/exercises would be solved using software. There will be use of Software for decision sciences and Minitab®.
- The participants will be provided course material, ppts, excel templates/worksheets, and related material.
- The participants would be encouraged to ask questions/queries/interaction and discussion during the class.

// Programme Fee //

The programme fee for **Indian participants is INR 24,750+18% GST** and for **International Participants: US\$ 462+18% GST**. The programme fee includes tuition, background reading material, lodging, and boarding.

Early Bird Discount: Nominations received with payments on before 4-weeks (April 16, 2024) will be entitled to an early bird discount of 10%.

Group Discount: Any organization sponsoring four or more participants to the program will be entitled for a discount of 20% on the total fee payable provided that at least four participants attend the program.

Maximum Discount: Organization can avail themselves of both the discounts subject to maximum discount of 20%.

/// Certification ///

A Certificate of participation on completion of the program will be issued by IIHMR University, Jaipur.


/// Programme Coordinator & Faculty ///



Dr. Susmit Jain, Associate Professor, Institute of Health Management Research, IIHMR University, Jaipur, would be the faculty and course coordinator. He has 22 + years' experience in teaching, training, and research in Healthcare Operations Management. At IIHMR University, Jaipur he has taught several courses in MBA Hospital & Health Management programme, guided several research projects, and conducted many MPDs/trainings on Lean Six Sigma/ Healthcare Operations Management in Healthcare. The MDP participants included senior hospital/health professionals, quality managers, NHM officials, medical superintendents, doctors, hospital managers, administrative officers, NGO professionals, HMIS officers, supply chain managers, hospital/health consultants, MPH/MHA students, from India, including International Participants from Nepal, Afghanistan, Bangladesh, UNFPA participants from Southeast Asian Countries, Nigeria (Africa) etc. His teaching/training feedback have been excellent. You can reach out to Dr. Susmit Jain at susmitjain@iihmr.edu.in.

/// How To Apply ///

All the communication regarding the programme should be made with the MDP Office at the following address. Please fill the registration form or scan QR code to register.

 MDP Office
IIHMR University
1, Prabhu Dayal Marg, Sanganer Airport,
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