

**Belmont University  
Lean Healthcare Certificate Program  
Belmont University, Nashville, TN  
Coming Soon!**

In Conjunction With Pittsburgh  
Regional Health Initiative (PRHI)  
& Healthcare Performance Partners



A combination of lecture, group activities and a simulated clinical setting create a unique learning experience at Belmont University. Participants will be lead to understand the philosophies, concepts and tools of Lean by some of Lean Healthcare's foremost leaders. Using elements of the PRHI Perfecting Patient Care University ® and other contributions of our Lean experience, each participant will develop the skills and confidence to begin the journey of improvement in their organization. The insight gained from this program will open your eyes to undreamed of possibilities in every department of a healthcare organization.

For more information call:  
**1-615-206-0701 or email BULeanCourse@hpp.bz**

**2nd Annual International  
Lean Healthcare Conference  
Copenhagen, Denmark  
November 18-19, 2008**



This year's international conference will have participants from throughout Europe and North America. Come and exchange ideas with participants as they share their experiences with Lean Healthcare processes and the derived results. This is an opportunity for international networking with professionals from healthcare organization engaged in all phases of a Lean Transformation.

This year's conference will be located in gorgeous Copenhagen Denmark near Tivoli where you can experience the world famous Christmas market. For registration information go to the website at: [www.leanhealthcareurope.com](http://www.leanhealthcareurope.com) or simply e-mail: [inge.holck@leanhealthcareurope.com](mailto:inge.holck@leanhealthcareurope.com)

**4th Annual Lean Leadership Retreat  
Big Sky, Montana  
August 18-20, 2008**



An opportunity for healthcare leaders and those interested or engaged in using Lean principles to convene with peers and renowned Lean Healthcare experts. This conference features a particular focus on elements of Lean Leadership and Lean Transformation, but an introductory track will be included.

Early Bird Special (\$1000)  
until June 15th!  
After June 15th (\$1200)  
Group Rates available, contact:  
[info@leanhealthcarewest.com](mailto:info@leanhealthcarewest.com)

**Retreat Overview:**

- Participate in experience-specific groups (new-to-Lean or advanced).
- Learn successful techniques for implementation.
- Learn to recognize and address roadblocks.
- Define leadership engagement at all levels.
- Defining leadership roles
- Case Studies
- Practice Lean concepts in work groups.
- Network with peers and pros in the Lean community.
- Lessons learned in other organizations
- Have fun in beautiful Montana!

**Conference Speakers:**

Hear Lean leaders from throughout healthcare and industry share their knowledge, expertise and lessons learned.

**Suggested participants:** Senior Healthcare Executives & Managers, MDs, Board Members, Process Improvement and Quality Facilitators, Lean Facilitators and Coaches, Clinical and Practice Management Leadership, Management Engineers and Nursing Leaders.

[info@leanhealthcarewest.com](mailto:info@leanhealthcarewest.com)  
or call (406)258-6535

**REGISTER ASAP ONLINE AT [WWW.LEANHEALTHCAREWEST.COM](http://WWW.LEANHEALTHCAREWEST.COM)**

1509 Hunt Club Boulevard, Suite 800  
Gallatin, TN 37066



**2008 Lean Healthcare  
Conferences, Retreats  
and Certificate Program**



# 3rd Annual Lean Healthcare Conference • Denver Colorado • April 21-22, 2008



Join us in Denver for the **3rd Annual Lean Healthcare Conference**. The conference will focus on the applications of Lean

thinking and problem solving to healthcare. We will be joined by healthcare professionals and Lean experts from throughout North America and Europe who will share their approaches, successes, and challenges with applying Lean principles to all aspects of healthcare.

Based on last year's great feedback, we have designed the 2008 program with five tracks. You may choose to enroll in numerous breakout sessions in the following categories:

- **Introductory Lean** • **Experienced Lean**
- **Leadership** • **Case Studies** • **Interactive**

Co-sponsored by:



**General Registration: \$950**

The conference will be held on **April 21-22, 2008** at the Grand Hyatt Denver Hotel. To reserve your room early and receive the preferred conference room rate call the Hotel at: **1-800-633-7313**.

Group rates are available for organizations sending three or more delegates to the conference. Contact **info@leanhealthcarewest.com** for more information. **Register online for the Conference at [www.leanhealthcarewest.com](http://www.leanhealthcarewest.com)** or call **(406)258-6535**

## 3rd Annual Lean Healthcare Conference Presenters:



**Karen Wolk Feinstein, PhD**  
**President of the Jewish Healthcare Foundation and PRHI**

Karen Wolk Feinstein, PhD is President of the Jewish Healthcare Foundation and its supporting organizations, the Pittsburgh Regional Health Initiative (PRHI) and Health Careers Futures. Appointed to head the Foundation in 1991, she has since made JHF a leading voice in patient safety, healthcare quality, payment reform and workforce issues. When Dr. Feinstein founded PRHI, it was one of the nation's first regional multi-stakeholder collaboratives devoted to making health care safer, more efficient and more diligent in applying best practices through the use of quality engineering principles. PRHI was a forerunner in adapting Toyota Production System practices to health care. She founded Health Careers Futures to assist the healthcare industry in attracting and retaining employees and helping young people explore and prepare for health careers. Dr. Feinstein earned her bachelor's degree at Brown University, her Master's at Boston College and her PhD at Brandeis University.



**Patricia A. Gabow, M.D.**  
**Chief Executive Officer and Medical Director of Denver Health**

Dr. Gabow is CEO and Medical Director of Denver Health and Professor of Medicine at the University of Colorado School of Medicine. She has authored over 150 articles and book chapters. Her current research interest is in Lean. She has received numerous awards for her commitment to public health care.



**Niada Grunden, Author of The Pittsburgh Way to Efficient Healthcare: Applying Toyota-based Improvements to Healthcare**

In her book, The Pittsburgh Way to Efficient Healthcare: Applying Toyota-based Improvements to Healthcare, Naida details the practical applications of the industrial techniques that have improved quality, safety, efficiency and the bottom line in real

hospitals. She received the 2006 Challenge Award from the American College of Clinical Engineering for her work for Biomedical Instrumentation and Technology. Naida has a BA degree from California State University and does consulting engagements with both PRHI and HPP.



**Miles F. Shore, M.D.**  
**Harvard Medical International Senior Consultant**

Miles F. Shore, M.D. is a graduate of Harvard Medical School and the Boston Psychoanalytic Institute. For many years he directed the Massachusetts Mental Health Center, a major Harvard teaching and research program in psychiatry. In 1993 he became a Visiting Scholar at Harvard's Kennedy School of Government, teaching the subjects of health policy and leadership. He is currently Senior Consultant at Harvard Medical International, leading programs in Switzerland, Portugal, and India. He was also a recent speaker at the Lean Healthcare Europe conference in Denmark on the subject of managing change.



**David Munch, MD**  
**Chief Clinical and Quality Officer, Exempla Lutheran Medical Center**

Dr. David Munch is the Chief Clinical and Quality Officer for Exempla Lutheran Medical Center. He has been leading their Lean Enterprise applications for the past 3 years with substantial improvements in both clinical and non-clinical processes.

He has been a frequent speaker on the subject of leadership effectiveness and Lean transformation for organizations including Institute for Healthcare Improvement (IHI), The University of Rochester Medical Center, Tulane University Medical Center, Pittsburgh Regional Health Initiative, Institute for Clinical Systems Improvement (ICSI), and the Voluntary Hospital Association (VHA). Dr. Munch has served on the Agency for Healthcare Research and Quality's High Reliability Advisory Group, has an extensive background in hospital operations, and operated a clinical practice in Internal Medicine.



**Cindy Jimmerson**  
**President Lean Healthcare West (an HPP-LHW affiliate company)**

Cindy Jimmerson is a pioneer of Lean healthcare, having initiated her work with a grant from the National Science Foundation, 2001-2004. She is the founder and president of Lean Healthcare West, an organization of healthcare professionals offering Lean education and implementation to hospitals, clinics and long term care facilities in this country and around the world.

She is the author of the Shingo prize nominated book, A3 Problem Solving for Healthcare, the reVIEW© course and many journal publications. Cindy, an RN, brings passion and insights based on 30 years as a trauma system developer and emergency healthcare provider and is now making a measurable impact on performance in healthcare organizations. She is in high demand as a speaker and facilitator and travels across the USA and internationally in her mission to improve healthcare for patients, healthcare providers, staff, and the economy.



**Charles Hagood**  
**CEO Healthcare Performance Partners & Affiliates (an HPP-LHW affiliate company)**

Charles Hagood is the CEO of Healthcare Performance Partners (HPP) and is a Managing Principal with its affiliate company, HPP-LHW, LLC. Charles has overseen the implementation of Lean Healthcare systems in numerous healthcare organizations across the US and is an in demand speaker on the subject of Lean Healthcare and business process improvement. As one of the few Lean professionals that has translated manufacturing experience and the tools of Lean Manufacturing and the Toyota Production System (TPS) to success in the healthcare industry, he has proven experience in both single and system hospital environments as well as for-profit and non-profit healthcare organizations. Charles is also a Principal with The ACCESS Group (TAG) which has led project engagements with such companies as GE, Nissan, Tyco, Textron, and Cessna to name a few, plus numerous other companies throughout the world.