

Leading a Culture of Improvement: From Knowledge to Practice

December 9, 2019 – December 11, 2019
Cleveland Clinic Main Campus

Overview

Cleveland Clinic has become a world leader in developing and applying methods to continuously improve healthcare. In this course you will learn directly from those that developed and applied these approaches and see them in action. Most importantly you will personally experience through simulations how to use and apply these concepts.

In developing these methods, the Cleveland Clinic has integrated knowledge and experience from engaging thousands of Cleveland Clinic caregivers, countless improvement experts, healthcare organizations, and service and manufacturing organizations to develop the Cleveland Clinic Improvement Model. As a result over \$250M in benefit has been delivered to the organization over the last 5 years. Learn the approach to building a culture where every caregiver is capable, empowered, and expected to make improvements every day.

Details

- Developed and delivered by Cleveland Clinic Continuous Improvement Leaders
- Four interactive sessions with hands-on learning based upon actual Cleveland Clinic issues and lessons learned
- Three opportunities to see the Cleveland Clinic Improvement Model in daily work

Objectives

At the end of this activity, participants will be able to:

- Identify the key components of a successful tiered huddle system to create their own tiered huddle that engages caregivers in identifying and solving problems
- Describe how creating a system for problem solving creates long term front line engagement
- Identify the key components of process and product confirmation in order to develop their own process confirmation system
- Generate clear alignment around what matters most and ensure caregivers recognize how their work aligns and supports these priorities
- Utilize tools to sustain improvement efforts

Agenda

Day 1: 8:00 am – 4:00 pm (lunch included)

- Overview of Cleveland Clinic Improvement Model
- Problem Solving
 - Use of Kaizen to have everyone engaged in improvement
 - Learn by doing exercise
 - Gemba with caregivers



Day 2: 8:00 am – 4:00 pm (lunch included)

- Visual Management
 - Tiered huddles to manage what matters most
 - Learn by doing exercise
 - Gemba with caregivers
- Organizational Alignment
 - Value of identifying drive and watch measures
 - Methods for responding appropriately to signals
 - Learn by doing exercise
 - Examples

Day 3: 8:00 am – 12:00 pm

- Standardization
 - Problems with sustainment? Manage your manual processes
 - Learn by doing exercise
 - Gemba with caregivers
- Wrap-up & evaluation

Deliverables

- Presentation handouts
- Cleveland Clinic Improvement Model
- Direct interaction with Cleveland Clinic leaders

CME

This activity has been approved for 16.75 *AMA PRA Category 1 Credits*[™].