



*The First Global*

# **Lean Healthcare Summit**

**25-26 June 2007**

**Chesford Grange Hotel  
Kenilworth, Warwickshire, UK**

## **Exploring the Potential of Lean Healthcare**

Chaired by **Professor Daniel T Jones**, Chairman, **Lean Enterprise Academy** and the Lean Healthcare Network, UK.

What could a truly lean healthcare system look like – for patients, for doctors, for managers and staff, and for suppliers of all kinds of products, equipment and services to healthcare? How should we build on the many examples of lean healthcare that have sprung up around the world in order to create such lean healthcare systems? What kind of leadership and management will be required to accomplish this and to manage such a system in the future?

This unique global gathering will for the first time bring together the pioneers in lean healthcare from hospitals in the UK, the USA, Australia and across the globe, as well as the leading experts and Senseis from the lean movement to find answers to these questions. We will also learn from the lean experiences of the best retail, distribution, manufacturing and service delivery organisations in the UK.

This landmark two-day event in the historic heart of England will be structured around a series of position papers and plenary presentations followed by discussion workshops and ample time for networking. The subsequent publication of the results of this conference will provide a road map for the development of lean healthcare over the next decade. Join us and contribute to this exciting challenge.

Organised by the **Lean Enterprise Academy**, The Old Vicarage, Goodrich, Ross-on-Wye, Herefordshire HR9 6JE, UK on behalf of the **Lean Global Network**.



# Exploring the Potential of Lean Healthcare

## The Challenge

Interest in applying lean thinking to healthcare processes has grown across the world. Many hospitals have begun to see how lean processes can deliver better quality outcomes and experiences for patients and improved working conditions for staff while treating more patients without the need for additional resources.

We have only begun to glimpse the even greater potential from applying lean across all the processes in hospitals and across whole healthcare systems, and from redesigning the production and distribution systems that support healthcare. We will explore answers to the following questions:-

## The Questions

- 1. How to work together with patients to manage real demand and to create convenient, error and hassle free solutions?*
- 2. How to create and sustain standard, visual and error free working across every ward, lab and theatre?*
- 3. How to distinguish, schedule and manage different patient pathways through hospitals?*
- 4. How to synchronise all the diagnosis, treatment and support processes through hospitals?*
- 5. What kind of leadership is required to build a common problem solving capability to sustain and improve lean processes?*
- 6. What policy management system is required to align the interests and activities of all players?*
- 7. What are the most effective transformation paths for creating a lean hospital or healthcare system?*
- 8. How to develop and spread best practice diagnosis and treatment processes for each condition?*
- 9. How to significantly speed up the new drug development and testing process?*
- 10. How to improve availability while cutting the time to manufacture and distribute drugs and all kinds of healthcare supplies from many months to days?*
- 11. What alternative diagnosis and treatment delivery models are opened up by lean thinking?*
- 12. How will the equipment for lean healthcare processes need to change in the future?*

## The Opportunity

This is a unique opportunity for clinicians, managers and change agents responsible for leading healthcare organisations to take stock and to share experiences of global best practice with lean, and at the same time to look forward and build a picture of what their own lean healthcare system could look like. It will

also be an opportunity for leaders of organisations supplying healthcare with products, equipment and services to learn how lean will transform their operations and how it will change what and how they supply lean healthcare systems in the future.



# The Agenda

	<b>Day 1 – 25 June 2007</b>
08h30-10h15	<b>Opening Plenary – What could Lean Healthcare look like?</b> <b>Pushing Forward the Frontiers of Lean Healthcare: The Road Ahead</b> <i>Daniel T Jones - Chairman, LEA UK</i> <b>The Flinders Journey into a Lean Healthcare Future</b> <i>David Ben-Tovim - Director Redesigning Care, Flinders Medical Centre, Australia</i> <b>Creating a Vision of Lean Healthcare at Bolton</b> <i>David Fillingham - Chief Executive, Bolton NHS Trust, UK</i>
10h15- 10h45	Coffee/Tea Break
10h45-13h00	<b>Second Plenary – What’s at stake in a Lean Transformation?</b> <b>When Lean Becomes a Way of Life – the Unipart story</b> <i>John Neill - Chief Executive, Unipart Group – UK</i> <b>Stories from the Middle: using Lean to Lead</b> <i>Neil McEvoy - President and CEO, Hotel-Dieu Grace Hospital, Canada</i> <b>How Lean Supply Chains contributed to the Success of Tesco</b> <i>Graham Booth - ex Supply Chain Director, Tesco Stores, UK</i> <b>What Toyota can teach us about Lean Leadership?</b> <i>John Shook – Senior Advisor, LEI USA</i>
13h00-14h00	Lunch
14h00-15h30	<b>Lean Learning Parallel Sessions</b> <b>(1) The Principles of Lean Value Stream Design</b> <i>Ian Glenday &amp; David Brunt – Senior Faculty, LEA UK</i> <b>(2) Managing a Lean Organization</b> <i>James P Womack – Chairman, LEI USA</i> <b>(3) Lean Leadership</b> <i>John Shook – Senior Advisor, LEI USA</i> <b>(4) Designing Lean Supply Chains</b> <i>Daniel T Jones – Chairman, LEA UK</i>
15h30-16h00	Coffee/Tea Break
16h00-17h30	<b>Parallel Sessions</b> <b>A Key Enablers for Lean Healthcare</b> <b>Zero Defect Healthcare: Dream or Future State? A Personal View</b> <i>Peter Willats – Senior Advisor, McKinsey &amp; Company Inc</i> <b>The Osprey Programme - Training Clinical Systems Engineers</b> <i>Kate Silvester – Osprey Coach, Heart of England NHS Trust, UK</i> <b>Beyond Redesign: Other Dimensions of Lean Implementation</b> <i>Paul Walley – Associate Professor, Warwick Business School, UK</i> <b>B The Power of Lean Supply Chains</b> <b>The Lean Transformation at Cardinal Health</b> <i>Bill Owad – Senior Vice President Operational Excellence, Cardinal Health, USA</i> <b>Customer Driven Supply Chains at Coloplast</b> <i>Lars Rasmussen – Chief Operating Officer, Coloplast, Denmark</i> <b>Rapid Response Supply Chains at Cordis</b> <i>Vic Chance – Vice President World Wide Operations, Cordis, a Johnson &amp; Johnson Company, USA</i>

## Day 2 – 26 June 2007

08h30-10h15

### **Fourth Plenary – Challenges and Opportunities Ahead**

**Redesigning the Thoracic treatment process: Sustaining and Spreading it**

*Richard Steyn – Consultant Thoracic Surgeon, Heart of England NHS Trust, UK*

**Creating a Lean Culture at Thedacare**

*John Toussaint – Chief Executive Officer, Thedacare, USA*

**Medtronic's Operational Excellence and Customer Connection**

*Scot Webster – Vice President Global Business Solutions, Medtronic, USA*

10h15-10h45

*Coffee/Tea Break*

10h45-12h15

### **Discussion Workshops – What are our next Steps?**

Facilitated discussions based on background briefing papers and examples as well as several opening summaries of the challenges and alternatives

#### **(1) Lean Practice and Value Streams**

**Chair: David Brunt-Senior Faculty, LEA UK**

**Creating Basic Stability and Safety, End-to-End Patient Flows, Scheduling Surgical Procedures and Learning Support Streams**

*Michael Ballé – Senior Advisor, ILF, France*

*Denise Bennett - Flinders Medical Centre, Australia*

*Carol Makin - Consultant Colorectal Surgeon, Wirral Hospital NHS Trust*

*Ann Eason - National Manager Pathology Service Improvement, NHS, UK*

#### **(2) Managing Lean Hospitals**

**Chair: James P Womack - Chairman, LEI USA**

**Strategy and Lean, Policy Management, Clinical Responsibility and Process Management, Monitoring Progress, Standard Work for Managers and Clinicians**

*Michael Szwarcbord - Executive Director, Acute Services Southern Adelaide Health Service & General Manager, Flinders Medical Centre, Australia*

*Martin Turner - Chief Executive, Gwent NHS Trust, UK*

*John Toussaint - Chief Executive Officer, Thedacare, USA*

#### **(3) Leading Lean Transformations**

**Chair: John Shook - Senior Advisor, LEI USA**

**Alternative Transformation Paths, The Role of Lean Sensei, Clinical Leadership and Process Management, Developing Problem Solving Capabilities, Using A3s**

*David Fillingham - Chief Executive, Bolton NHS Trust, UK*

*David Ben-Tovim - Director Redesigning Care, Flinders Medical Centre Australia*

*John Coughlin - Vice President, Corporate Services, Hotel-Dieu Grace Hospital, Canada*

#### **(4) Creating Lean Supply Chains**

**Chair: Daniel T Jones - Chairman, LEA UK**

**Stable Plans and Materials Deliveries, Making Every Product Every Cycle, Rapid Response Lean Supply Chains and Right Sized Equipment**

*Scot Webster – Vice President Global Business Solutions, Medtronic, USA*

*Scott Jeffers - GM, Global Supply Chain & Lean Initiatives, GE Healthcare, USA*

*Bill Owad – Senior Vice President Operational Excellence, Cardinal Health, USA*

*Vic Chance – Vice President World Wide Operations, Cordis, a Johnson & Johnson Company, USA*

12h15-13h15

*Lunch*

13h15-14h45

### **Discussion Workshops – What are our next Steps? - continued**

14h45-15h15

*Coffee/Tea Break*

15h15-17h00

### **Closing Plenary – Making Lean Healthcare Happen**

**Healthcare Technologies and Lean Value Streams in the Future**

*Scott Jeffers - GM, Global Supply Chain & Lean Initiatives, GE Healthcare Technologies, USA*

**Reflections on the Leadership Challenges ahead in Healthcare**

*Michael Szwarcbord – Executive Director, Acute Services Southern Adelaide Health Service & General Manager, Flinders Medical Centre, Australia*

**The Next Steps in Lean Healthcare: Summarizing the Challenges**

*James P Womack – Chairman, LEI USA*

**Wrap up and Close** *Daniel T Jones – Chairman, LEA UK*



# Registration

**REGISTER**

**By Phone** +44 (0)1600 890590

**On-line** [www.leanuk.org](http://www.leanuk.org)

**By Fax** +44 (0)1600 890540

**By post** **Lean Enterprise Academy Ltd**  
The Old Vicarage, Goodrich  
Ross-on-Wye  
Herefordshire HR9 6JE, UK

The First Global  
Lean Healthcare Summit, 25-26 June 2007  
Chesford Grange Hotel, Kenilworth, Warwickshire, UK

Name .....

Company/ Institution .....

Job Title .....

Address .....

Post Code/City..... Country .....

Telephone ..... Fax .....

E-Mail .....

VAT Registration Number .....

**Fee:** £1,250 UK pounds. Credit cards, cheques or bank transfers are accepted.  
**Group rate** - bring 5 people pay for four, bring 10 pay for 8...

**Accommodation:** We have reserved limited accommodation at the hotel, at a special rate for room and breakfast of £102.13 per night +vat @17.5%, which can be booked via LEA – see below

*(Please use a separate form for each participant)*

**Special Dietary Requirements:**

Vegetarian / Vegan / Gluten-free / No pork / No beef / No fish Other:.....  
*(Please circle your special dietary needs)*

**Special Needs:** please contact LEA on +44 (0)1600 890590

**Summit**

I will attend the Lean Global Healthcare Summit – 25-26 June 2007	YES/NO	£1,250
I will attend the Welcome Reception on the evening of <u>Sunday 24 June 2007</u>	YES/NO	
I will attend the Dinner on the evening of <u>Monday 25 June 2007</u>	YES/NO	

**Accommodation**

I would like the Lean Enterprise Academy to book my accommodation at the Chesford Grange Hotel	YES/NO		
I would like a single bedroom at £102.13 per night (UK pounds)+ VAT @ 17.5% (includes breakfast):	Sunday 24 June 2007 Monday 25 June 2007 Tuesday 26 June 2007	YES/NO YES/NO YES/NO	£102.13 £102.13 £102.13
Please include the double room supplement of £25.54 per night (UK pounds)+ VAT @ 17.5%	Sunday 24 June 2007 Monday 25 June 2007 Tuesday 26 June 2007	YES/NO YES/NO YES/NO	£ 25.54 £ 25.54 £ 25.54
I would like a non-smoking bedroom:	YES/NO		

VAT @ 17.5%    £

Total Fee in UK pounds due upon registration    £ \_\_\_\_\_

*Please indicate which Breakout session you plan to attend on 25 June and also on 26 June :-*

25 June – 14h00-15h30 Lean Learning Parallel Sessions	26 June – 10h45 & 13h15 Discussion Workshops – What are our next Steps?
(1) The Principles of Lean Value Stream Design	(1) Lean Practice and Value Streams
(2) Managing a Lean Organization	(2) Managing Lean Hospitals
(3) Lean Leadership	(3) Leading Lean Transformations
(4) Designing Lean Supply Chains	(4) Creating Lean Supply Chains

## Payment Information

By Bank Transfer to Lean Enterprise Academy Ltd  
Lloyds TSB Bank plc, 8 High Town, Hereford, HR1 2AE, UK, Sort code: 30-94-14  
Account Number: 30691118, BIC Ref: LOYD GB 21201  
IBAN Number: GB 52 LOYD 30941403069118 VAT Number: GB815606143

**Please note that all payments from overseas should be made free of all bank charges and commission.**

By Cheque (in UK pounds) made out to Lean Enterprise Academy Ltd  
 By Credit Card:  Mastercard  Visa  AMEX

Credit card number: .....

Expiry Date: ..... Card Validation Code: .....

Signed ..... Date .....

**Fee:** £1,250 UK pounds

The registration fee includes participation in all Summit sessions, the Welcome Reception on the evening of Sunday 24 June, dinner on the evening of Monday 25 June, coffee/tea breaks, and lunches for both Summit days (25 and 26 June).

**Group rate** - bring 5 people pay for four, bring 10 pay for 8...

## Confirmation, Cancellations and Substitutions

Once registered, you will receive a confirmation by email. To receive a full refund, notice of cancellation must be received in writing before Tuesday 1 May 2007. Cancellations received after this date are not eligible for a refund, however, substitutions may be made at any time.

## Dress and Weather

The average temperature in June ranges from 19°C to 20°C. Dress is business casual.

## Hotel

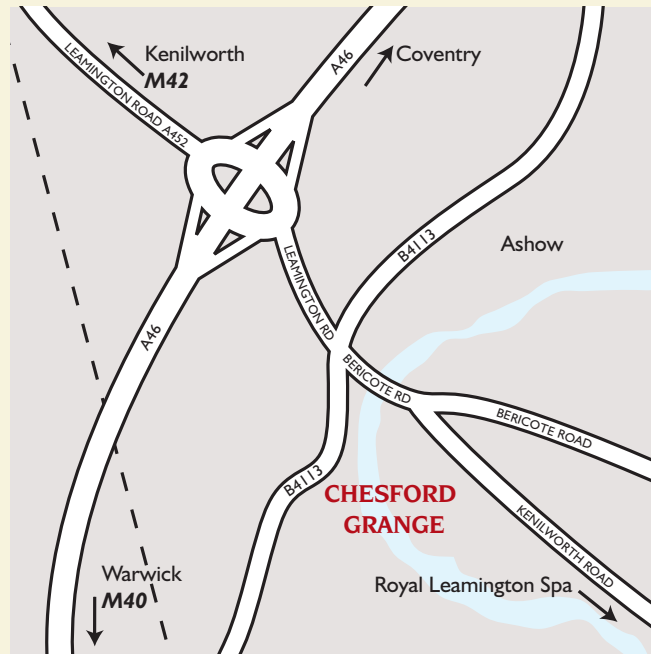
Chesford Grange Hotel  
Kenilworth  
Warwickshire, UK  
Tel: +44 (0) 1926 859331

The Chesford Grange Hotel is set in 17 acres of magnificent grounds near Kenilworth, right in the heart of historic England, close to Shakespeare's birthplace in Stratford-upon-Avon. It is a short 25 minute taxi ride from Birmingham Airport, or 1.5 hours by train from London. An ideal place for a short break before or after the Summit.

The bedrooms are equipped with TV, telephone and Internet connection. For relaxation there is a well equipped health & fitness club. Parking is available at the hotel free of charge for delegates.



## Directions



### **Chesford Grange Hotel**

Kenilworth, Warwickshire, UK

Tel: +44 (0) 1926 859331

### **From the South**

Leave the M40 motorway at exit 15. Follow the A46 for Coventry. Look for the slip road, signposted Kenilworth and Leamington Spa A452. At the roundabout take the right exit signposted Leamington Spa. Continue approximately 200 yards and pick up signs to Chesford Grange.

### **From the North**

Follow the M69 from Junction 21 of the M1 towards Coventry, follow signs for the A45/A46. Once on the A45, take the first junction off and join the A46 towards Warwick. Take the slip road signposted A452, at the roundabout take the first exit signposted Leamington Spa and pick up signs to the hotel.

### **By Rail**

Leamington Spa Train Station - 4 miles

Warwick Train Station - 6 miles

### **By Air**

Coventry Airport - 8 miles

Birmingham Airport - 13 miles