



JOAN WELLMAN & ASSOCIATES, INC.

5S COACH TRAINING

Pre-Requisite (Preferred): Lean Leader Training

SEATTLE, WASHINGTON

SEPTEMBER 21-22, 2009

5S is a system of workplace organization required for a lean enterprise. The 5S system promotes patient safety, reduces errors, eliminates search time, and ensures that staff has everything they need to do their jobs – when they need it and where they need it.

To get the most of this seminar, we ask that organizations send participants in pairs (a manager and an internal consultant or staff member). The pair will then be prepared to go back to their organization and lead a 5S event. In preparation for this course, we ask participants to select a 5S target area in the manager's area of responsibility and bring the following with them to the training: photos of the selected area, floor plan, and reasons for selecting this area for a 5S event. This approach demonstrates practical application of the 5S tools and processes to best equip participants by using their own examples to implement within their organization.

The role of a 5S Coach is to do the following within your organization or work area:

- Select areas that will benefit from the implementation of 5S
- Plan for implementation and select team members
- Identify necessary resources for implementation success
- Educate, guide and motivate a team through the process in a focused event
- Measure the benefits and sustain the gains achieved
- Sustain and improve on the changes through ongoing audits

5S Coach Training Participants Will Learn:

- ✓ The definitions and benefits of the 5S workplace visual systems and organization
- ✓ The role of 5S in patient safety initiatives
- ✓ Process and materials for communicating 5S system to your organization or area
- ✓ Methods and tools to plan for 5S implementation
- ✓ Methods and tools to conduct a 5S event
- ✓ Ways to manage change within your organization
- ✓ Strategies and tools to measure and sustain the improvements



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AGENDA

DAY ONE • 8:00-4:30

DEFINING THE 5S SYSTEM FOR HEALTHCARE
5S AND PATIENT SAFETY
IDENTIFYING WASTE
LEARNING TO MEASURE PROGRESS
PLANNING FOR 5S IMPLEMENTATION

DAY TWO • 8:00-3:30

MANAGING CHANGE
THE COACH'S ROLE
COMMUNICATING 5S
APPLYING 5S IN YOUR ORGANIZATION

Here is what participants have to say about the JWA 5S Coach Training:

"By using the 5S process taught by JWA, we have relocated essential supplies, equipment, and instruments closer to the point of care. This has resulted in a significant improvement in surgery on-time starts as well as other operational efficiencies. Most importantly, front line staff have demonstrated incredible engagement and have become our greatest advocates for understanding and applying 5S principles everywhere in our organization."

SEMINAR LEADER

LISA WILLIAMS has guided healthcare organizations through their unique challenges for over 15 years. Her successes include hospital and long-term care administration, organizational change, process improvement, survey preparedness, program development, quality improvement, and regulatory compliance. Lisa has taught management communications, research methods & statistics, and organizational theory & behavior at the college level. She also served on a governor-appointed state board providing regulatory oversight to nursing home administrators. Prior to her consulting career, Lisa served as the Hospital Administrator for Group Health Cooperative's two-hospital system and East King County Project Director, the Assistant Administrator of the University of Mississippi Medical Center, and Administrator at Jaquith Nursing Home. She has also worked with Overlake Hospital Medical Center, Group Health Permanente, Providence Health System, the Mississippi Department of Mental Health, The Joint Commission, Children's Hospitals & Clinics of Minnesota, MemorialCare Health System, The Everett Clinic, University of Washington, and Texas Tech University. Lisa holds a Masters in Public Policy and Administration, Nursing Home Administrator License, Bachelors in Business Administration, and Graduate of the John C. Stennis Institute for Government Executives.



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TO REGISTER

Please complete the JWA Healthcare Series registration form and mail with payment.

Space is reserved once registration form and payment are received.

We apologize that we are unable to accept credit card payment.

FEES: \$1,500 (lunch and breaks included)

LOCATION:

Residence Inn by Marriot Seattle Downtown/Lake Union*

800 Fairview Avenue North
Seattle, WA 98109
(206) 624-6000
1(800) 331-3131
www.Marriott.com/SEALU

**A block of rooms has been reserved for
Joan Wellman & Associates, Inc.*

This hotel does not provide shuttle service.

ALTERNATE TRANSPORTATION:

Shuttle Express

(425) 981-7000
Approx. \$20.25 per person

Estimated Taxi Fare

(one way) \$35.00 USD

PARKING:

Parking is available at no charge for daily use during this event. Pull up to the front door and ask for a parking ticket at the front desk and then proceed to the parking garage.

Overnight parking is \$19 per day.

DRIVING DIRECTIONS:

From I-5, take the Mercer Street Exit (stay to the far right), turn left on Fairview, go one block, turn right at the light and the hotel will be on your right.

AREA AIRPORT:

Seattle-Tacoma (SEA)
Hotel Direction: 15.0 miles NE

