

Blending Lean & Design Thinking

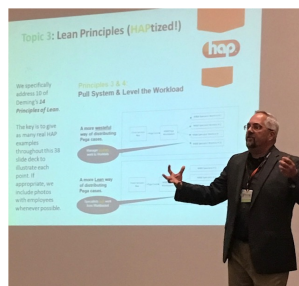
Updating Your Tool Box

(TC / 9.13.2019)

Larry Frydrych *Transformation Consulting*

Principal Management Engineer

- Healthcare Leader and Trainer, MLC Lean Trained and Tested
- 25+ years healthcare / health insurance experience leading . . .
 - Lean Training
 - *Over 50+ Internal & External (MLC & ASQ events) classes conducted*
 - *1,000+ individuals trained*
 - Process Improvements: Kata, VSM, A3, 5S, Kaizen events, etc.
 - Project Management: Agile, Scrum, Waterfall, DMAIC



Abby Elowsky *Transformation Consulting*

Principal Management Engineer

- Healthcare Leader and Trainer, Master Black Belt, Lean Six Sigma
- 20+ years process improvement experience...
 - Process Improvements: VSM, A3, 5S, Kaizen events, Knowledge Base Libraries build, etc.
 - Project Management: Agile, Scrum, Waterfall, DMAIC
 - Black Belt training both national and international in automotive, energy, IT, and finance



Henry Ford Health System



Founded in 1915 by auto pioneer Henry Ford and now one of the nation's leading health care providers, Henry Ford Health System is a not-for-profit corporation. It is comprised of hospitals, medical centers and one of the nation's largest group practices, the Henry Ford Medical Group, which includes more than *1,200 physicians* practicing in over *40 specialties*.

- ❖ With more than **30,000 employees**, Henry Ford Health System is the fifth-largest employer in metro Detroit, and among the most diverse.
- ❖ The System's flagship, **Henry Ford Hospital in Detroit**, is a Level 1 Trauma Center recognized for clinical excellence in cardiology, cardiovascular surgery, neurology and neurosurgery, orthopedics, sports medicine, multi-organ transplants and cancer treatment. **Our other locations include:** *1) Henry Ford Wyandotte Hospital; 2) Henry Ford Macomb Hospital – Clinton Township; 3) Henry Ford Kingswood Hospital; 4) Henry Ford Allegiance Health (Jackson) & 5) Henry Ford West Bloomfield Hospital.*
- ❖ In 1986, **HAP joined the Henry Ford Health System family**. We've been working together ever since to bring the best care and coverage to our patients and members in Michigan.

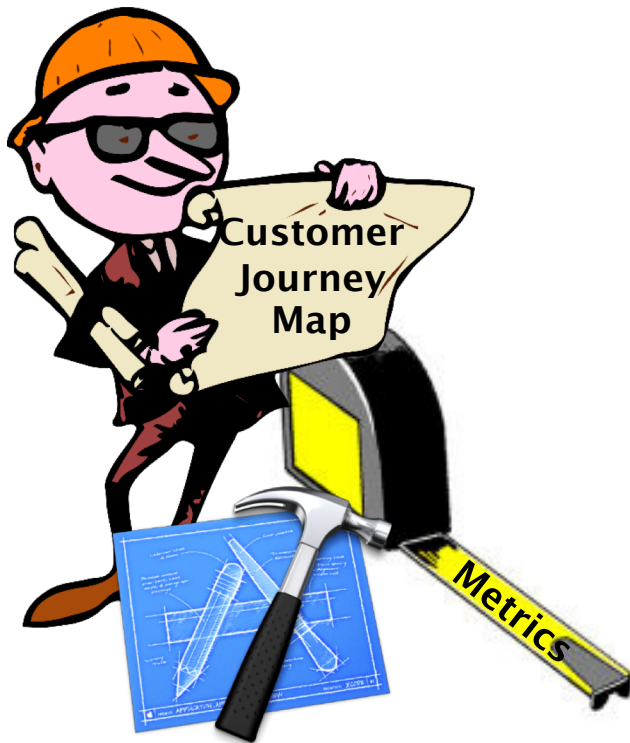
Why are we here today?

To learn about Lean & Design Thinking

What's in it for you?

- ✓ Understand the history of Lean and introduce you to Design Thinking
- ✓ Confirm the general similarities between the two and not feel that one replaces the other
- ✓ Understand Innovation and how to get there

Updating Your Tool Box



Today's Objective

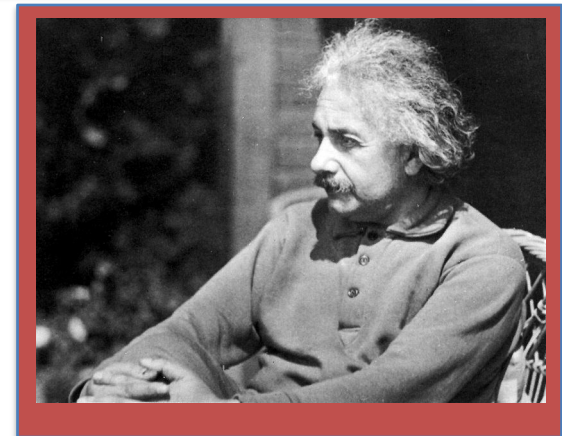
1. Learn the History and the basic principles of Process Improvement
2. Embrace Metrics (Data) – They are your friend!
3. A refresh using VSM & A3 in a more simplistic manner
4. Be introduced to Design Thinking
5. Leveraging Scrum / Agile
6. *Have fun!*

And Beyond...

Continue to grow as a Process Improvement participant and advocate

“We cannot solve our problems with the same thinking we used when we created them.”

–Albert Einstein



Training Agenda



| Topic | Time | Presenter |
|---|----------------|----------------|
| Welcome & Introductions - Meet the Presenters | 8:00-8:10 am | Larry Frydrych |
| Intro to Lean & a Continuous Improvement Culture - The history behind CI - Creating a Transformation Culture | 8:10-8:50 am | Larry Frydrych |
| Metrics: <i>What, Why, How...</i> | 8:50-9:10 am | Abby Elowsky |
| PDCA Thinking Exercise - Round 1 | 9:10-9:25 am | Larry Frydrych |
| <u>Break</u> | 9:25-9:35 am | All |
| VSM & A3 Tools - How to simplify each one | 9:35-10:15 am | Abby Elowsky |
| PDCA Thinking Exercise – PPT & Round 2 (Slide Deck PPT) | 10:15-10:30 am | Larry Frydrych |
| Design Thinking - What is it? - Prototyping Exercise | 10:30-12:00 pm | Larry Frydrych |
| <u>Lunch</u> | 12:00-12:45 pm | All |
| PDCA Thinking Exercise – Round 3 | 12:45-1:00 pm | Larry Frydrych |
| Left Brain vs. Right Brain - Take the Test (There is no right or wrong!) | 1:00-1:20 pm | Larry Frydrych |
| Storyboarding - What is it? Learn the Many different options - Team Exercise | 1:20-1:50 pm | Larry Frydrych |
| <u>Break</u> | 1:50-2:00 pm | All |
| Scrum / Agile - Planning Poker Exercise | 2:00-3:30 pm | Abby Elowsky |
| PDCA Thinking Exercise – Rounds 4 & 5 (6 if time permits) | 3:30-4:00 pm | Larry Frydrych |

- Where are the bathrooms?
- Cell phones (set to vibrate please)
- Feel free to get up and stretch, get snacks or beverages
- Lunch is provided, we will provide water, snacks and beverages throughout the day.