The Help to Relieve Your Pains

ASQ’s Six Sigma for Healthcare is Here for You
Performance and process improvement are not new to healthcare. Healthcare organizations strive to get consistent and predictable positive outcomes – in patient care and in their business operations. Six Sigma is a highly effective improvement process that has been tried and tested across many industries, and is driven by measurable results. However, the application of Six Sigma tools and methodologies has seldom been well translated to the healthcare industry – until now. ASQ has developed Six Sigma training designed specifically for healthcare organizations.

Healthcare professionals have many priorities, all centered on the goal of providing the best patient care. Recognizing the uniqueness of the healthcare delivery system, we developed Six Sigma training that will address the complexities that challenge healthcare managers, including:

- Patient throughput
- FTE management
- Patient safety
- Declining reimbursement levels
- Public reporting and accreditation
- Demands for capital investment to improve technology
- Medication errors
- Maximizing results in pay for performance plans

With ASQ training, organizations can implement Six Sigma without having to adapt it to a healthcare environment.

You Have Options

ASQ is committed to providing the diverse organizations within the healthcare industry with programs that will be convenient to their individual needs. This is why we offer a choice of learning options and instructors. Whether you wish to provide your employees with Six Sigma tools, or deploy a Six Sigma management system, you can select the method that fits your organization best:

Public Courses: Instructor-led training gives direct access to the experts who can work with you in a traditional learning environment. This format provides daily hands-on instruction with a Master Black Belt. You will share a classroom with other trainees who may be working on similar problems, and can share in building solutions.

On-site Training: Instructor-led, interactive classroom learning, but customized for your needs and delivered on site at your organization. On-site training allows you to avoid costly travel so that you can focus on your problems and concerns, applying the exercises to real problems, and producing visible solutions.

e-Learning: Web-based training. Whenever you choose to learn, ASQ is available to you. Courses are offered in various formats. All courses are self-paced and can be completed in your own time frame and at your own pace. Additional, on-site instructor guidance is also available.

Blended Learning: A unique learning option that combines the best of e-learning, virtual classrooms, classroom instruction, and personalized distance mentoring by a Master Black Belt. This approach is designed to maximize learning while minimizing travel time and costs.
For More Information on ASQ’s Six Sigma for Healthcare, call 800-248-1946, or visit www.asq.org/healthcaresixsigma.

ASQ has been the leading authority on quality for 60 years.

ASQ offers more than training. With more than 100,000 members worldwide, ASQ provides you with expertise, tools, resources, and networking opportunities — all of which will contribute to the success of your organization. Throughout our history, we have helped our members and customers, regardless of organizational size or type of business, realize the benefits of performance improvement.

The ASQ Difference in Six Sigma

Experience distinguishes the ASQ Six Sigma training programs from the rest. ASQ Six Sigma Master Black Belt instructors average 25 years of experience in performance excellence, quality, and Six Sigma. All of the ASQ Six Sigma training programs are based on proven curriculum that has been peer reviewed and enhanced through valuable customer feedback. By applying our expertise specifically to the healthcare industry, ASQ has developed the programs that will help your organization achieve and sustain measurable improvement.

Programs include:

Lean Six Sigma for Healthcare Executives: This program provides guidance for healthcare executives on how to incorporate Lean and Six Sigma methodologies to gain rapid and measurable organizational improvement. It is designed to demonstrate the profound relationship between cost and quality, and how to make Lean Six Sigma a strategic deployment. Learn how to assess obstacles to sustained growth, rank your organization’s values, look at your business metrics as a link to value and action, and examine ways to maximize customer satisfaction.

Champion: Six Sigma Champion training provides you with the managerial and technical knowledge necessary to select projects and facilitate the successful implementation and deployment of Six Sigma principles within your organization.

Black Belt: Black Belt training teaches the sophisticated management and analytical skills for technical leaders to implement the principles, practices, and technologies of Six Sigma. This program is designed to deliver breakthrough business improvements and cost reductions on a project-by-project basis. The training also prepares students for the world-recognized ASQ Six Sigma Black Belt certification.

Green Belt: Green Belts play a vital role within a Six Sigma initiative as they learn to build on the Black Belt’s efforts of data collection and analysis, process mapping, and design of experiments — many times even leading their own improvement projects. This program has a strong focus on project planning, FMEA, process mapping, profitability, statistical process control, hypothesis testing, and mistake proofing, as well as an overview of the primary Six Sigma tools.

Design for Six Sigma (DFSS): Design for Six Sigma is a business process focused on improving profitability. Properly applied, it generates the right product at the right time, at the right cost. Through its use of product and team scorecards, it is a powerful program management technique. DFSS is an enhancement to your process for developing new service lines, not a replacement for it.

For more information about ASQ’s Six Sigma for Healthcare, CALL 800-248-1946, or VISIT www.asq.org/healthcaresixsigma.
It is important to learn about all of the tools associated with Six Sigma, but healthcare executives are interested in how to use those tools to discover solutions for the everyday problems they face. They want to know how Six Sigma has been used to produce real results.

For instance, the hospital organization that netted an annual savings of $750,000 by improving the rate of automated claims adjudication, and the organization that achieved a 75% reduction in medication errors by overhauling prescription and transcription processes.

—Arvind Salkevar, Ph.D.
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