The Ontario Hospital Association (OHA) in partnership with The Leading Edge Group is pleased to offer this new 5S for Health Care course. This one day workshop provides a number of techniques and activities aimed at removing waste from the workplace by means of improved workplace organization, visual communication and overall cleanliness. The activities are focused on cleaning and organizing the workplace to enable staff members to carry out their daily tasks in as efficient a manner as possible and ensuring an ongoing standard to sustain improvements made.

This in-depth workshop enables participants to lead a successful implementation of 5S and focuses on a structured step-by-step approach to implementing and sustaining 5S. Participants will partake in a 5S for Health Care simulation exercise to practice the concepts taught and learn through examples from other health care deployments of 5S. As part of the program, participants will also receive worksheets and templates for ongoing use when implementing 5S in their own work areas.

Program Objective
Upon completion of this program, participants will be able to successfully implement and sustain 5S in a health care setting.

Program Content
5S is a tool or approach from the Lean methodology that:

- Focuses on identifying the purpose of a work area, removing everything that does not serve that purpose and finding a suitable place for all items
- Arranges the area for the most efficient layout to support the relevant activities that should take place there
- Cleans and checks the entire workplace and all equipment
- Develops standard procedures to maintain an orderly and safe work area
- Develops standard systems to monitor and ensure that the new layout is constantly maintained
- Embraces staff involvement, empowerment and ownership of change
- Supports efficient care delivery, the elimination of waste and introduction of standard processes with minimal variation

The following are examples of the type of improvements that can be achieved in health care through the successful application of 5S:

- Saving clinicians’ time having to find supplies
- Reducing staff frustration and dissatisfaction from time wasted trying to find items
- Streamlining administrative processes
- Decreasing medication errors
- Creating extra space and capacity by utilizing work areas and layouts more efficiently
- Saving/Avoiding costs by establishing relevant stock levels and not holding excess or expired inventory and supplies
- Improving cleanliness and safety levels, thereby enhancing infection control
Program Overview

Introducing 5S and its benefits in health care

- 5S deployment case studies and examples:
  - Hospital pharmacy
  - Nursing unit and supply room
  - Office and on-line
  - OR and PACU

Planning for a 5S initiative

- Ensuring engagement
- Timing
- Appropriate staff allocation
- Communicating the initiative
- Scanning and preparing the target area

5S Steps

- Sort
- Set in Order
- Shine
- Standardize
- Sustain

Executing 1S to 3S (Sort, Set-in-Order and Shine)

- Red tagging
- Visual management
- Cleaning, inspecting and maintaining

Developing standardized tools and methods to maintain changes

Developing a sustainability plan and accountabilities

Conducting a 5S audit

A Sixth S: Safety

Replicating and rolling out 5S across an organization

5S Simulation

Program Leaders

Samantha Waytowich B.A.Sc., Lean Sigma Black Belt

Samantha Waytowich has been a Lean Sigma Black Belt for the past 8 years. Before becoming a consultant and trainer for the Leading Edge Group, she worked within a national health care organization, supporting client services and analytical operations as a coach, trainer and project lead. Her work has extended throughout the value stream, with many project outcomes replicated nationally throughout the business.

A significant piece of Sam’s work has included leading a series of Kaizen events that developed a “Provincial Model Patient Service Centre” concept. This Lean Sigma workflow redesign resulted in reducing the patient wait time by 40% during peak periods, while still maintaining expected quality/regulatory standards.

Her most recent work involved implementation of a national solution to the electronic handling of requisitions. This process improvement initiative has reduced the lead time for troubleshooting requisitions, leveraged physical space for value-added business and significantly reduced the need for long term requisition storage contracts.

Jane Bishop RN, RSCN, Master Lean Sigma Health Care Black Belt

Jane Bishop is a Clinical Lead and Lean Sigma Facilitator with Leading Edge Group. She is a senior health care professional with over 20 years’ experience in health care services in Canada, the NHS in the UK, the Health Service Executive in Ireland and Columbia/HCA in the USA.

Jane trained as a registered general nurse (RGN) in London in 1987 and gained a postgraduate qualification in Emergency Nursing in 1992. She also qualified from Middlesex University as a registered pediatric nurse in 1996. Jane has worked in various operational and managerial positions, including Trauma Services Manager and Director of Critical Care Services.

Jane is one of the few practitioners globally with a Master Lean Sigma Black Belt designation specific to health care. In achieving this designation, Jane completed her thesis on ‘The Application of Lean Methodology in a Regional Emergency Department: Its Impact on Door-to-Doctor Waiting Time’.
**Registration**
Please register for this program online. For more information, visit [www.oha.com/courses](http://www.oha.com/courses).

*Please note: space is not guaranteed unless payment is received prior to the event.*

**Registration Fee**
**Fee:** $520.00 + HST

**Payment Method**
Payment can be made by Credit Card (American Express/VISA/Mastercard) or Cheque. Please note, for transactions less than $200 before taxes, payment must be made by credit card.

**Badge Pick-Up**
Registration badges can be picked-up on **Monday, November 25, 2013**, at 8:15 am in the reception area of the Ontario Hospital Association, 200 Front Street West, Suite 2800, Toronto.

**Cancellation Policy**
A 50% processing fee per registrant will apply to cancellation refunds received in writing up to ten business days prior to the event. No refunds will be given for cancellations received less than ten business days prior to the event. Substitutions are welcome. The OHA reserves the right to cancel or reschedule an event.

**Accommodation**
If you require accommodation, please visit [www.oha.com/hotelcorporaterates](http://www.oha.com/hotelcorporaterates) for special hotel rates and information.

**Special Requirements**
If you require extra assistance or have special requirements, please let us know when registering for the event to ensure we can accommodate them.

**Contact Us**
For additional event information and questions, please contact Laura Stevens at 416 205 1362 / 1 800 598 8002 ext 1362 or lstevens@oha.com.

**Sponsorship Opportunities**
Sponsorship of an OHA educational event provides your company with an excellent way to:
- Create, maintain and elevate brand awareness and corporate profile.
- Foster relationships with current health care professionals.
- Generate new leads.

We can tailor specific sponsorship packages to help you meet your goals and objectives to provide ROI.

*Ready to Start Building Your Opportunity?*
Contact Lisa Shulist at 416 205 1455 / 1 800 598 8002 ext 1455 or lshulist@oha.com to help you design a strategy that meets your marketing goals and objectives.

**Harvard ManageMentor**
Program registrants can purchase a one-year subscription to Harvard ManageMentor® 10 for a special rate of only $99+HST (regular price $300).

For more information, visit [www.oha.com/HMM](http://www.oha.com/HMM).

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