Safe Patient Handling Among Health Care Workers: Training Agenda
DAY 1: DEFINE & MEASURE

Learning Modules	Time	Exercise
Introductions & Overview	15 min.	
Overview of Inpatient Unit	15 min.	
Overview of Lean Six Sigma (LSS) • Define Lean Six Sigma and the DMAIC process • Explain how the DMAIC process will be utilized throughout the course •	30 Minutes	
Voice of Customer (VOC) Analysis • Identify the definition of the voice of the customer (VOC) • List the importance of the voice of the customer (VOC) • Analyze the customers' needs using four steps of the voice of the customer (VOC) analysis • Develop a tactical Supplier Input Process Output Customer (SIPOC) chart based on the voice of the customer (VOC) analysis	1.5 hours	• Make it Real • Making Coffee • Customer segmentation Worksheet • Brainstorming for Communicating with Customers • Affinity Diagrams • Identifying big "Ys" • SIPOC chart
Process Mapping • Identify the importance of process mapping • Identify the four different types of process mapping • Develop a detailed process map • Explain the value of Functional Process Maps	1 hour	• Process Map
Lunch	30 minutes	
Value Stream Mapping • Identify the definition of value stream mapping • List the importance of value stream mapping • Develop the value stream mapping based on the five step process for removing waste	1.5 hours	• Spaghetti Map • Process Step Worksheet / VSM
Walk the Process	2 hours	
Homework prior to Day 2 Training	15 minutes	
Class Evaluation	15 minutes	

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DAY 2: ANALYZE & IMPROVE

Learning Modules	Time	Exercise
Review Homework • SIPOC- Voice of the Customer • Detailed Process Map	1.5 hours	• In Class Review
Safe Patient Handling Practice • Describe the elements of OSHA and NIOSH's Safe Patient Handling Programs • Present video(s) and illustrations of mechanical and non-mechanical lift/transfer equipment. • Describe how elements of this program can be incorporated into the inpatient nursing unit.	1.5 hours	• Review inventory of patient handling devices at St. Luke's
BREAK	15 minutes	
Failure Model Effects Analysis (FMEA) • Identify the definition of Failure Mode Effects Analysis (FMEA) • Describe how to apply FMEA in the procedure of design, process, and project. • Identify the terminology of failure mode, effect and cause, severity, occurrence, detection, and current controls. • Select the appropriate methods and strategies to apply Failure Mode Effects Analysis (FMEA) in the hospital nurse unit. • Develop a completed FMEA using Risk Priority Numbers (RPNs) in the hospital nurse unit.	2 hours	• FMEA Analysis Worksheet
Lunch	1 hour	
Quick Wins 5S and 8 Wastes • Identify the value of a quick win • Identify the principles of 5S • Select the appropriate strategies to apply the 5S approach in the hospital unit environment. • Describe the 8 types of wastes • Analyze the 8 wastes in the hospital unit environment.	2 hours	• The 8 Wastes Worksheet
Homework prior to Day 3 Training	15 minutes	
Class Evaluation	5 minutes	

Between Days 2 & 3	Meet with Team on their work unit	Question and Answer Session

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DAY 3: CONTROL

Learning Modules	Time	Exercise
Lean Visual Controls • Identify the definition of visual control. • Identify the four different types of visual control tools. • Select appropriate methods using four visual control tools to develop Lean visual controls.	1.5 hours	• Visual Controls
Break	15 min.	
Control Plans • Identify the concept of a control plan • Identify the importance of a control plan • Describe the five elements of a comprehensive Control Plan • Define project sign-off	2 hours	• Control plans
Lunch	1 hour	
Mistake Proofing (Poke Yoke) • Identify the concept and importance of mistake proofing (poke yoke) • Apply Poke Yoke methods as a control on identified key **Xs** to reduce or eliminate process errors and defects from occurring • Select the appropriate strategies and methods for mistake proofing based on DMAIC Implementation road map	2 hours	• Poke Yoke
Day 4: Train the Trainer	1.5 hours	• Train coworkers about safe patient handling program
Class Evaluation	15 minutes	

Between Day 3 and Train-the-Trainer	Meet with Team on their work unit	Question and Answer Session