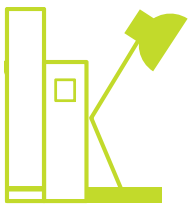


HEALTHCARE GREEN BELT

Online Training and
Certification



TRAINING PROGRAM



Upon enrolling you will have access to:

- Full Course (instructor led videos, presentations, case studies, templates, quizzes).
- Study Guide.
- Flash Cards.
- Practice Exam.
- Simulated Project.

COMPLETION TIME

On average, people finish the program within 3-5 weeks if they can spend 1-3 hours a day, 5 days a week on the program.

WHAT WILL YOU LEARN?

- The role of Lean Six Sigma in delivering efficient and high-quality services.
- A framework (DMAIC) for managing all Lean Six Sigma projects.
- How to Recognize process improvement opportunities.
- The most important tools for analyzing and improving process efficiency.
- Basic statistical concepts used to monitor and control operational processes.
- How to design Six Sigma processes to meet industry standards.



CERTIFICATION DETAILS



Green Belt Certification Exam (Included in Purchase)

Exam: 100 multiple choice & true/false questions.

Passing Score: 70%.

Retakes: Unlimited retakes at no additional fee.

How to Take Exam: Online, at your own convenience,

Time Limit: 2-hours.

Re-Certification/Renewal: Not needed, certification has lifetime value.

**AS A CERTIFIED GREEN BELT PROFESSIONAL, YOU WILL BE QUALIFIED
TO LEAD SMALL AND MEDIUM SIZED PROJECTS.**



SSGI AND BALDRIGE FOUNDATION PARTNERSHIP

Six Sigma Global Institute (SSGI) has formed a co-branded partnership with the Baldrige Foundation to offer a variety of online Lean Six Sigma training and certification programs. With this rare opportunity, professionals have the chance to learn how to deliver high-quality efficient services and products while simultaneously earning a globally recognized Lean Six Sigma certification. All training has been aligned to the Baldrige foundation excellence program.



CEU'S FOR PMI® AND SHRM®

SSGI has been awarded the title of Global Registered Education Provider (R.E.P.) by the Project Management Institute (PMI). You will be able to earn pre-approved PDUs with all programs. SSGI is also a Society for Human Resource Management (SHRM) Recertification provider, approved to offer PDCs.



With over 40 years' experience in industry and teaching, Professor Shore has earned a reputation as one of the leading authorities in Six Sigma and Project Management. His pioneering work in Project Management dates back to General Electric and later Hewlett Packard.

Dr. Shore has written over 100 peer reviewed papers published in leading scholarly journals, four books published by McGraw Hill book Company and Holt, Rinehart and Winston, and hundreds of articles in trade publications. McGraw Hill honored him as a prize winning author for his book on operations management

Course Instructor

Dr. Barry Shore, PhD

Professor of Business at Peter T. Paul Business School, University of New Hampshire

He has consulted at many of the top organizations throughout the world including Westinghouse, Chase Manhattan Bank, Timberland, United States Navy, Deutsche Telecom (Germany) and Doosan Heavy Industries (South Korea).

COURSE CURRICULUM

1 Managing Healthcare

- 1.1 Costs, Benefits and Challenges
- 1.2 Healthcare Value
- 1.3 Lean
- 1.4 Six Sigma
- 1.5 Summary

2 Lean Organizations

- 2.1 Lean Organizational Culture
- 2.2 Challenges in Maintaining a Lean Culture
- 2.3 Lourdes Hospital
- 2.4 Summary

3 Basics of Lean Six Sigma

- 3.1 $Y=f(x)$: The Concept of a Healthcare System
- 3.2 Voice of the Customer, Critical to Quality, Voice of the Process, and Cost of Poor Quality
- 3.3 Fundamental Challenges
- 3.4 Continuous Improvement
- 3.5 Seven Wastes
- 3.6 Five Ss
- 3.7 Cycle Time
- 3.8 Lean Six Sigma as a Project
- 3.9 Yale-New Haven Hospital
- 3.10 Summary

4 Lean Six Sigma Cycle: DMAIC

- 4.1 Framework
- 4.2 Measurement Systems Analysis
- 4.3 North Shore Forest Hills Hospital
- 4.4 Summary

5 Improving Process Flow

- 5.1 SIPOC
- 5.2 Productive Time and Elapsed Time
- 5.3 Value Stream Mapping
- 5.4 Process Mapping
- 5.5 X-Y Matrix
- 5.6 Metrics
- 5.7 Kanban
- 5.8 Takt Time
- 5.9 LDS Hospital Salt Lake City
- 5.10 Summary

6 Delays

- 6.1 Identifying Delays
- 6.2 Eliminating Delays
- 6.3 Beth Israel Deaconess Medical Center
- 6.4 Summary

7 Waste

- 7.1 Identifying Waste
- 7.2 Managing Waste
- 7.3 New York Presbyterian Children's Hospital
- 7.4 Memorial Hermann Hospital
- 7.5 Summary

8 Errors

- 8.1 Identifying Errors
- 8.2 Preventing Errors
- 8.3 Checklists
- 8.4 Brigham and Women's Hospital
- 8.5 Summary

9 Anticipating Problems and Risk Mitigation

- 9.1 Failure Mode and Effects Analysis
- 9.2 Poka-Yoke
- 9.3 Chipotle
- 9.4 Boston Heart Diagnostics
- 9.5 Summary

10 The Challenges of Six Sigma

- 10.1 Problem Finding
- 10.2 Managing Process Efficiency
- 10.3 Managing Process Mean and Variation
- 10.4 Summary

11 Six Sigma Tools

- 11.1 Basic Charts
- 11.2 Control Charts
- 11.3 Summary

12 Histograms

- 12.1 Root Cause
- 12.2 Creating a Histogram
- 12.3 Summary

COURSE CURRICULUM

13 Pareto Charts

- 13.1 Building a Pareto Chart
- 13.2 Summary

14 Fishbone Diagrams

- 14.1 Creating a Fishbone Diagram
- 14.2 Examples in Healthcare
- 14.3 Summary

15 Process Variation

- 15.1 Common and Special Cause Variation
- 15.2 Multi-Vari Charts
- 15.3 Summary

16 Standard Deviation

- 16.1 The Standard Deviation as a Measure of Variation
- 16.2 Summary

17 Probability Distributions

- 17.1 Classes of Distributions
- 17.2 Special Properties of the Normal Distribution
- 17.3 Z Value
- 17.4 Summary

18 Concept of a Six Sigma Process

- 18.1 Standard Deviation and the Concept of Six Sigma
- 18.2 DPU, DPMO, RTY and FTY
- 18.3 Summary

19 Sampling and Process Control

- 19.1 Sampling
- 19.2 Process Control
- 19.3 Summary

20 Alpha and Beta Errors

- 20.1 Positioning the UCL and LCL
- 20.2 Alpha Errors
- 20.3 Beta Errors
- 20.4 Summary

21 Selecting the Appropriate Control Chart

- 21.1 A Step-by-Step Approach
- 21.2 Summary

22 X-Bar Charts: $N < 12$

- 22.1 Choosing the Correct Chart
- 22.2 Establishing the Center Line of the X-Bar Chart
- 22.3 Setting the UCL and LCL
- 22.4 Summary

23 R-Charts: $N < 12$

- 23.1 Establishing the Center Line
- 23.2 Setting the UCL and LCL
- 23.3 Summary

24 X-Bar Charts: 12

- 24.1 Constructing the X-Bar Chart: 12
- 24.2 Summary

25 S-Charts: 12

- 25.1 Constructing the S-Chart
- 25.2 Summary

26 X-Bar Charts: $N > 25$

- 26.1 Constructing the X-Bar Chart
- 26.2 Summary

27 P-Charts

- 27.1 Constructing the P-Chart
- 27.2 Summary

28 Customer Expectations and Process Capability

- 28.1 Patient/Customer Expectations
- 28.2 Taguchi Loss Function
- 28.3 Process Capability
- 28.4 Summary

29 Elements of a Control and Response Plan

- 29.1 Elements of the Plan
- 29.2 Summary

COURSE CURRICULUM

30 Hypothesis Testing

30.1 Basics of Hypothesis Testing

30.2 One Sample t Test

30.3 Two Sample t Test

30.4 ANOVA

30.5 Nonparametric Tests

30.6 Confidence Intervals

30.7 Summary

31 Regression/Correlation

31.1 Relationship Between Variables

31.2 The Regression Line

31.3 Evaluating the Significance of the
Regression Line and the Strength of the
Relationship

31.4 Multiple Regression

31.5 Summary

32 Aflac

Aflac Insurance

33 Summary and Conclusions

Summary and Conclusions