

# Performance and Process Improvement – Leadership Yellow Belt Workshop

Nov. 28-29



## PROGRAM OVERVIEW

Organizations are continually struggling to reach their goal to provide value, quality, efficiency and cost reductions. Participants in this program will learn to integrate the concepts and elements of Six Sigma, Lean and other easy-to-use tools for sustained improvements. Attendees will discuss practical concepts for leadership, teams and improvement. Mapping tools for implementation will ensure everyone walks away with the understanding they need to apply these models and techniques in their organization. By using simple techniques, the benefits of Six Sigma can help organizations achieve their goals.

At the end of this workshop, participants will:

- Assess an organization and team's readiness for new leadership styles.
- Build the essential elements of a process-improvement foundation in your organization.
- Calculate the return on investment for quality improvement activities.
- Describe how to apply the tools and steps for sustainment.
- Review the fundamentals of Six Sigma and Lean, and their application in health care.

## CONFERENCE AGENDA

### AGENDA DAY 1 – NOV. 28

7:30 a.m.	Breakfast and registration
8 a.m.	Welcome and introductions
8:15 a.m.	Journey Process Improvement
9:15 a.m.	Leadership Culture
9:45 a.m.	Break
10 a.m.	Integration of Quality Improvement
11 a.m.	Six Sigma Process
12:15 p.m.	Lunch
1:15 p.m.	Lean Process
1:45 p.m.	Foundations for Teams
2:15 p.m.	Tools and Techniques
3 p.m.	Break
3:15 p.m.	Specific Tool Application
4:15 p.m.	Review and take aways
4:30 p.m.	Adjourn

### AGENDA DAY 2 – NOV. 29

7:30 a.m.	Breakfast
8 a.m.	Review Day 1
8:15 a.m.	Leadership in Action
9:30 a.m.	Break
9:45 a.m.	Strategic Planning
10:30 a.m.	Business and Return on Investment
11:30 a.m.	Review and Take Away
Noon	Evaluation and Next Steps
12:30 p.m.	Adjourn

## SPEAKER



**SARAH PAVELKA** has more than 20 years of experience leading and coaching in organizational performance and continuous improvement in business, industry, education and health care. Dr. Pavelka is the academic program director for the master of health care administration program at Walden University. She has been a subject matter expert for the National Association for Healthcare, a 13-year faculty member for the master's in health care administration program at Des Moines University, improvement faculty for the Iowa Healthcare Collaborative and director of the occupational therapy department for Pella Regional Health Center in Pella. Dr. Pavelka was one of the first leaders to bring the Lean/Toyota Manufacturing techniques into health care organizations in the U.S. and Canada. She is a five-time National Baldrige examiner, seven-year state examiner for the Iowa Baldrige program and a director-at-large for the National Association for Healthcare Quality Board. Dr. Pavelka holds degrees in biology and psychology from Luther College, an occupational therapy degree from Concordia University-Wisconsin, a master's in health care administration from Des Moines University and a doctoral degree from Walden University.

## REGISTRATION

Register online at [www.ihaonline.org](http://www.ihaonline.org).

## REGISTRATION FEES PER PERSON

- IHA member – \$349
- Non-IHA member – \$399

## CONTINUING EDUCATION

The Iowa Board of Nursing has approved the Iowa Hospital Association as a provider (No. 4) of continuing education for nurses. Participants are eligible for 6.75 contact hours for day 1 and 3.5 contact hours for day 2 if they attend all sessions each day in their entirety. Partial credit for individual sessions will not be granted. Participants can submit evaluations for this event to the Iowa Board of Nursing.

## PROGRAM LOCATION

IHA Conference Center, 100 E. Grand Ave., Des Moines.

- If you have dietary restrictions or allergies, email [iharegistration@ihaonline.org](mailto:iharegistration@ihaonline.org).
- Dress for the conference is business casual. Layered clothing is recommended for your comfort.

## PROGRAM MATERIALS AND RECORDINGS

This is a paperless conference. IHA will email conference materials when available.

## LODGING

IHA has a discounted corporate rate attendees can use for overnight accommodation. The discounted rate is offered to IHA event attendees on "non-last room" availability, meaning there are times when this rate will not be available because of high demand. Book early if you think you may need arrangements. When calling, please reference the corporate ID:

Staybridge Suites Des Moines

Corporate rate: \$133 per night plus taxes

515-280-3828

Corporate ID No.: 786828419

## **REGISTRATION/CANCELLATION/REFUND POLICY**

- Cancellations and substitutions are welcome anytime. Email cancellations and substitution requests to [iharegistration@ihaonline.org](mailto:iharegistration@ihaonline.org).
- IHA will refund cancellations received 10 or more business days before the conference.
- IHA will charge a \$50 administrative fee to cancellations received six to nine business days before the conference.
- IHA will not refund cancellations received five or fewer business days before the conference.
- IHA will calculate refunds by the date received and the IHA business days remaining before the conference.
- IHA may cancel the conference because of low enrollment. If so, IHA will notify preregistered participants and provide full refunds.

## **ADA POLICY**

IHA does not discriminate in its educational programs based on race, religion, color, sex or disability. IHA wishes to ensure no one with a disability is excluded, denied services, segregated or treated differently than others because of the absence of auxiliary aids and services. If you need any of the auxiliary aids or services identified in the Americans With Disabilities Act to attend this conference, call IHA at 515-288-1955, or write to the IHA Education Department.