



49th ASHP Midyear Clinical Meeting & Exhibition
Anaheim, California | December 7–11, 2014

***LEAN SIX SIGMA
HIGHLIGHTS LAUREATED:30 LEADERSHIP HISTORIES***

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1. Lean Six Sigma

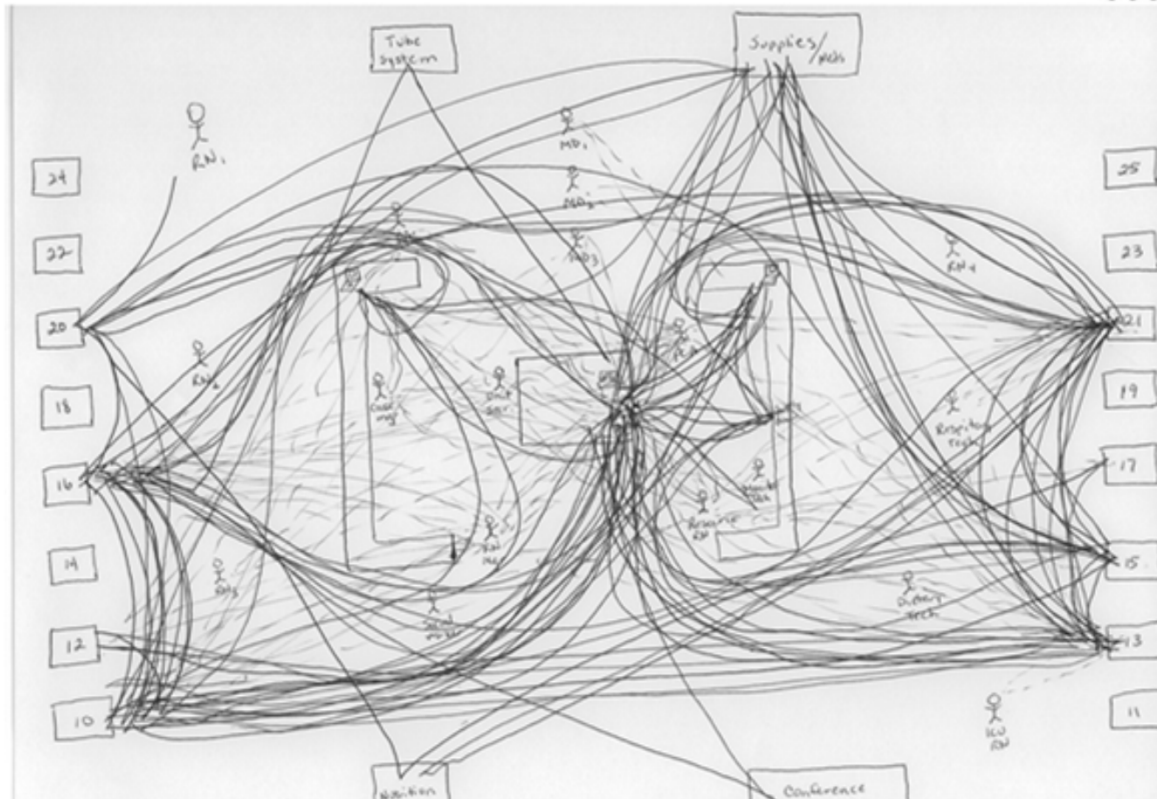
- Historia
- Conceptos
- Ejemplos

2. Highlights Laureated: 30 Leadership Histories

- Inicio
- Pilares
- Líderes destacados

1. Lean Six Sigma

The Hairball



4 hours RN Observation = 60% non-value added

36 potential patient safety problems.

Solid = movement

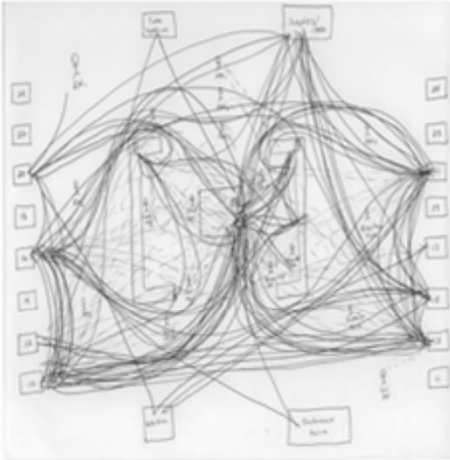
Dashed = information

1. Lean Six Sigma

THE 2014
 midyear
 CALIFORNIA

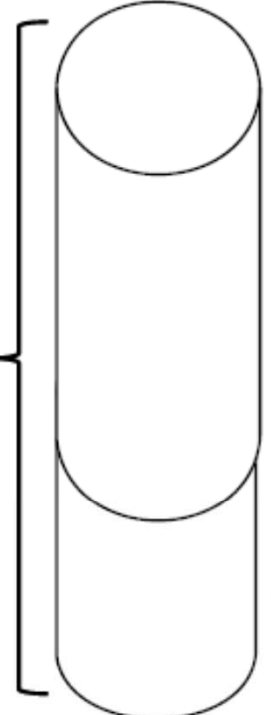
The Hairball Needs to be Detangled!!!

The Hairball



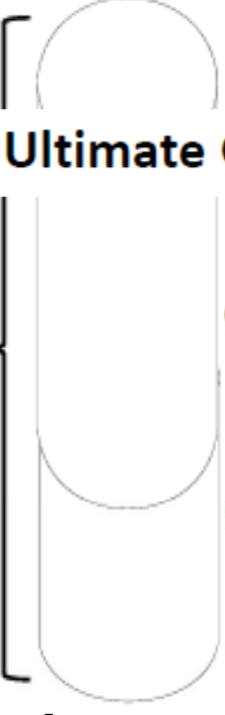
4 hours RN Observation = 60% non-value added

100%



60% waste
40% value

The Ultimate Goal



As close to 100% Value as possible

8

1. Lean Six Sigma



1. Lean Principles



In the Lean
community we
admire
Taiichi Ohno
for his role in the
development of the
Toyota Production
System.

MÁXIMA EFICACIA: ELIMINACIÓN ABSOLUTA PÉRDIDAS

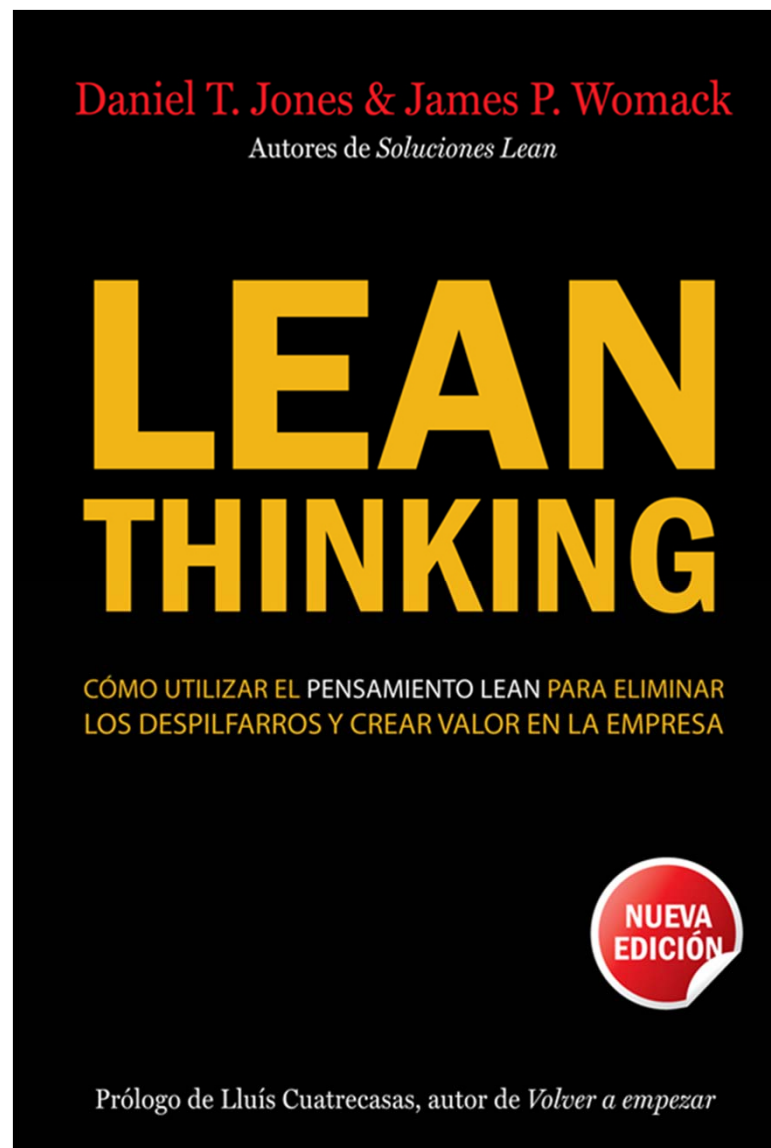
1. Lean Principles

Toyota Production System(TPS): sistema integral de producción y gestión que incorpora los conceptos:

- MUDA(eliminación desperdicios)
- KAIZEN(mejora continua)
- KANBAN(tarjeta)
- JIDOKA(automatización)
- POKA YOKE(a prueba de fallos)
- JIT(justo a tiempo)



1. Lean Principles



1. Lean Principles

¿Qué significa Lean?

“ a set of concepts, principles and tools used to create and deliver the most value from the customers ´perspective while consuming the fewest resources”

Lean Enterprise Institute

Objetivos:

- Mejorar calidad y seguridad
- Reducir el Lead-time



Reducción
Costo

NO ES UN OBJETIVO

1. Lean

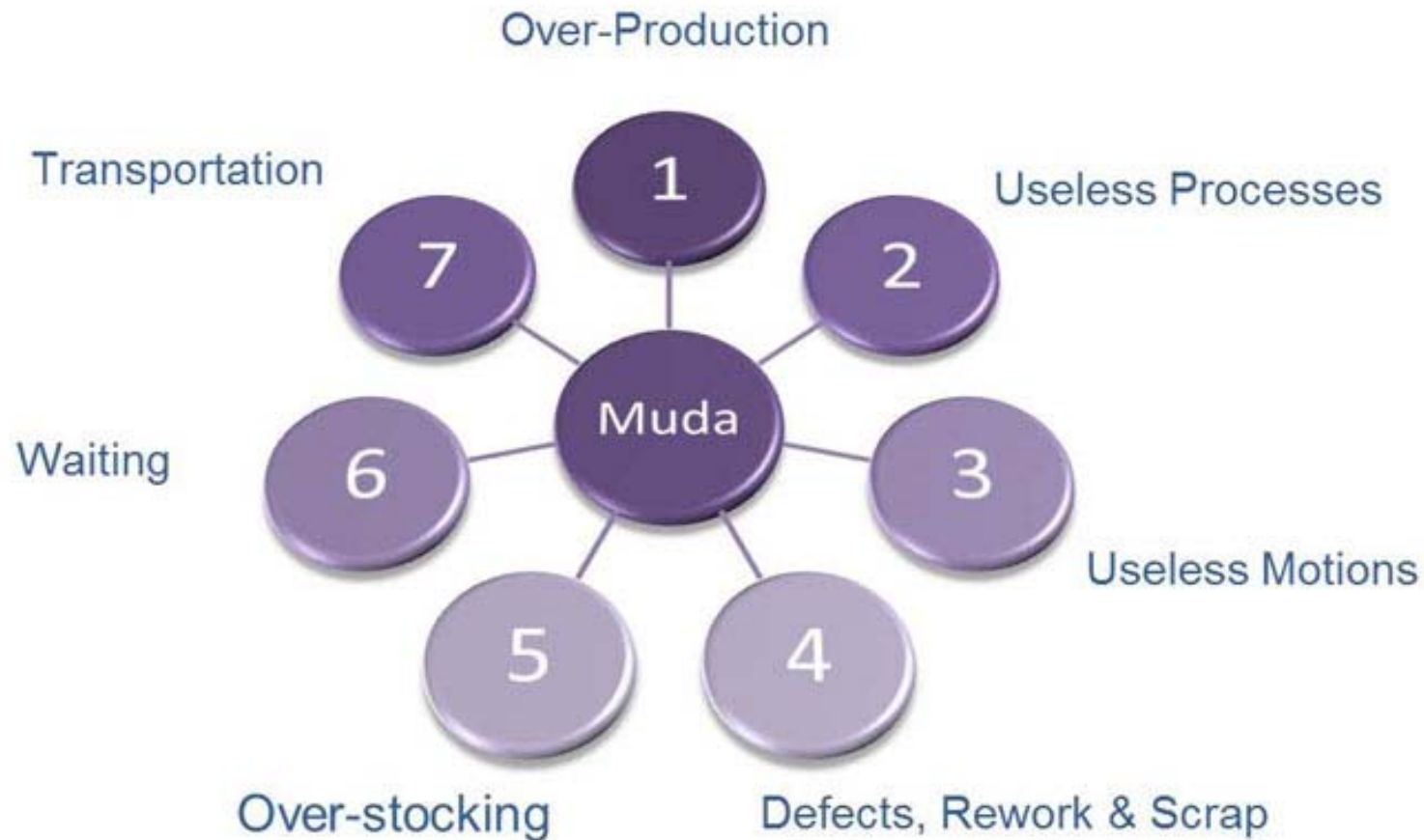
WASTE OR MUDA

“any activity that uses resources without enhancing value to those being served by the process”



1. Lean

7 TIPOS DE WASTE OR MUDA



7+1: COMPETENCIAS EN RRHH MAL USADAS

1. Lean

Herramientas metodología Lean:

➤ **5S**

➤ **Kanban**

➤ Standardized work

➤ Poka Yoke

➤ ...

1.5S

“Cuando las 5S entran por la puerta, Murphy sale por la ventana”

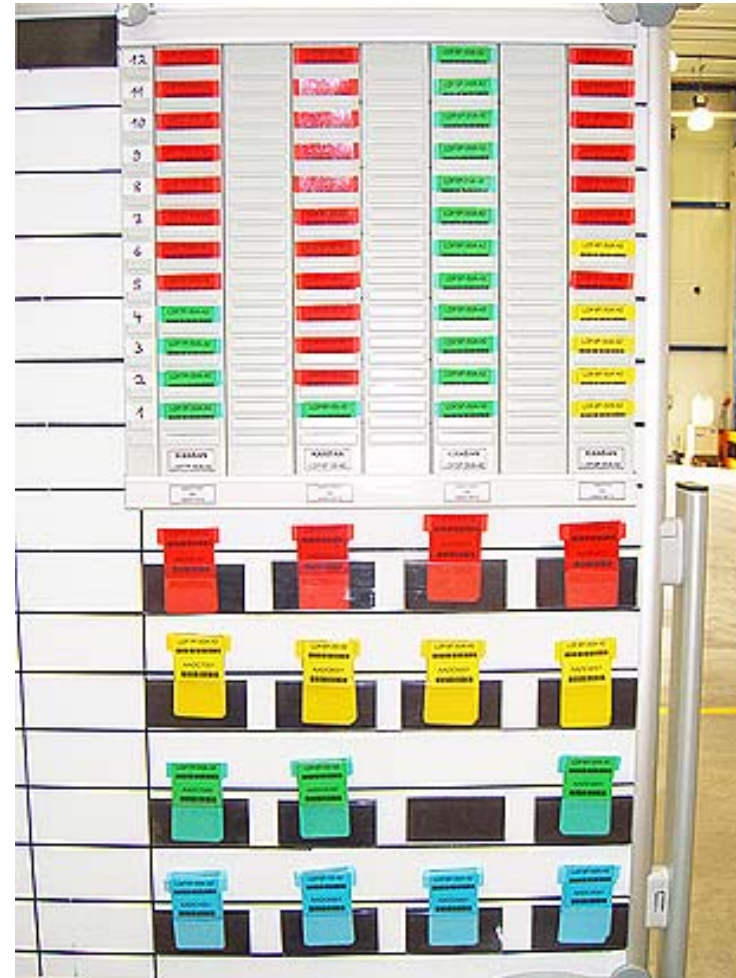


<i>Seire</i>	→	<i>Sort</i>
<i>Seiton</i>	→	<i>Set in order</i>
<i>Seiso</i>	→	<i>Shine</i>
<i>Seiketsu</i>	→	<i>Standardize</i>
<i>Shitsuke</i>		<i>Sustain</i>

1. Kanban

Kanban


“card” or “signal”



Kanban



1. Key Takeaways

- Lean can provide a methodology for systematically improving work and can be helpful within the pharmacy workflow
 - Lean is focused on the enhancement of value and the elimination of waste
 - Sustaining is the key to success
- 

2. Highlights Laureated: 30 Leadership Histories(1985-2014)

The John W. Webb Lecture Award

TRANSFORMATIONAL LEADERS:

- Willingness to place service to others(patients)
- Personal integrity
- Innovative but practical
- Strategic thinking
- Bilingual in nature – ability to effectively communicate to administrators and medical staff in their own languages

2. Highlights Laureated: 30 Leadership Histories(1985-2014)

THREE PILLARS

- Transformational Leadership that drove development of clinical pharmacy services
- Transformational Leadership that made quality and medication safety a priority.
- Transformational Leadership that is creating integrated pharmacy practice and service delivery(Charles Daniels, 2014)

2. Highlights Laureated: 30 Leadership Histories(1985-2014)

FIRST PILLAR

Transformational Leadership that drove development of clinical pharmacy services(Ray Maddox, 2013)

We've come a long way baby!

- Almost 50 years of clinical pharmacy development
- Mid-1960's to 2015
- Early activities of “simple” decentralization, drug information, clinical pharmacokinetics
- Myriad of sophisticated functions and services today

2. Highlights Laureated: 30 Leadership Histories(1985-2014)

SECOND PILLAR

Transformational Leadership that made quality and medication safety a priority (Paul Bush, 2011)



Goal: Methods by which pharmacists provide valuable clinical services at the bedside. Technological advances in safety checkpoints and patient care services.

2. Highlights Laureated: 30 Leadership Histories(1985-2014)

THIRD PILLAR

Transformational Leadership that is creating integrated pharmacy practice and service delivery(Charles Daniels, 2014)

The goal of this initiative is to significantly advance the health and well being of patients by supporting futuristic practice models that support the most effective use of pharmacists as direct patient care providers”





2. Highlights Laureated: 30 Leadership Histories(1985-2014)

*“All patients should have a right to the
care of a pharmacist”*

Recommendation Pharmacy Practice Model(PPM)

