Projects and Products Portal for Leonardo da Vinci

LSSH - Lean Six Sigma in Healthcare

LLP-LdV-TOI-2012-1-NL1-LEO05-08676

http://www.adam-europe.eu/adam/project/view.htm?prj=9660

Information sur le projet

Titre:	LSSH - Lean Six Sigma in Healthcare
Code Projet:	LLP-LdV-TOI-2012-1-NL1-LEO05-08676
Année:	2012
Type de Projet:	Projets de transfert d'innovation
Statut:	Accordé
Pays:	NL-Pays-Bas
Accroche marketing:	Healthcare costs are increasing rapidly across Europe due to ageing and new treatment methods. Costs depend very much on the effectiveness of processes within healthcare organisations.
Résumé:	Objectives: 1. Integrate Lean Six Sigma for process improvement in healthcare to improve efficiency and quality 2. Bridge the gap between initial VET and healthcare organisations with regard to process improvement methods 3. Create uniform Lean Six Sigma European certification
Description:	Other sectors like Industry, Food production and Transactional processes apply Lean Six Sigma to improve their processes and to reduce costs. Lean Six Sigma helps to eliminate waste, reduce lead times, reduce variation and improve quality. The application of Lean Six Sigma allows quality and efficiency improvements to be effectively realised. Lean Six Sigma combines Lean (originally developed by Toyota) and Six Sigma (originally developed by Motorola). Both management strategies are among the most used worldwide and have experienced proven success.
Thèmes:	*** Qualité *** Développement durable *** Formation tout au long de la vie *** Validation, transparence, certification *** Formation initiale ** Formation continue * Enseignement supérieur * Formation ouverte et à distance * Entreprise, TPE, PME
Sectors:	*** Santé Humaine et Action Sociale * Enseignement
Types de Produit:	Méthodes d'évaluation Matériel pour l'enseignement Modules Matériel d'apprentissage Transparence et certification Site Internet
Information sur le produit:	1 - Lean Six Sigma VET training material for applying Lean Six Sigma in Healthcare 2 - Uniform LSSA examination and certification for Yellow Belt and Green Belt level (Healthcare specific)
Page Web du projet:	http://www.lssa.eu/lean-six-sigma-for-healthcare/

Contractant du projet

Nom:	Symbol BV
Ville:	Enschede
Pays/Région:	Oost-Nederland
Pays:	NL-Pays-Bas
Type d'organisation:	Entreprise de petite et de moyenne taille (jusqu'à 250 employés)
Site Internet:	http://www.symbolbv.nl

Personne de contact

Nom:	Dick Theisens
Adresse:	Palatijn 14
Ville:	Enschede
Pays:	NL-Pays-Bas
Téléphone:	+31-(0)53-2030240
Fax:	+31-(0)53-2030241
E-mail:	dick.theisens@symbolbv.nl
Site internet:	http://www.symbolbv.nl

Coordinateur

Nom:	Symbol BV
Ville:	Enschede
Pays/Région:	Oost-Nederland
Pays:	NL-Pays-Bas
Type d'organisation:	Entreprise de petite et de moyenne taille (jusqu'à 250 employés)
Site Internet:	http://www.symbolbv.nl

Personne de contact

Nom:	Dick Theisens
Adresse:	Palatijn 14
Ville:	Enschede
Pays:	NL-Pays-Bas
Téléphone:	+31-(0)53-2030240
Fax:	+31-(0)53-2030241
E-mail:	dick.theisens@symbolbv.nl
Site internet:	http://www.symbolbv.nl

Partenaire

Partner 1

Nom:	WGV - Werkgeversvereniging Zorg en Welzijn oost-Nederland
Ville:	Deventer
Pays/Région:	Oost-Nederland
Pays:	NL-Pays-Bas
Type d'organisation:	Association/organisation non gouvermentale
Site Internet:	http://www.wgvoost.nl

Partner 2

Nom:	I.S.C.N. GesmbH
Ville:	Graz
Pays/Région:	Upper Austria
Pays:	AT-Autriche
Type d'organisation:	Entreprise de petite et de moyenne taille (jusqu'à 250 employés)
Site Internet:	http://www.iscn.com

Partner 3

Nom:	University of Twente
Ville:	Enschede
Pays/Région:	Overijssel
Pays:	NL-Pays-Bas
Type d'organisation:	Université/école supérieure spécialisée/academie
Site Internet:	http://www.utwente.nl

Partner 4

Nom:	ROC of Twente
Ville:	HENGELO (O)
Pays/Région:	Oost-Nederland
Pays:	NL-Pays-Bas
Type d'organisation:	Autres
Site Internet:	http://www.rocvantwente.nl

Partenaire

Partner 5

Nom:	University of Limerick
Ville:	Limerick
Pays/Région:	Mid-West
Pays:	IE-Irlande
Type d'organisation:	Université/école supérieure spécialisée/academie
Site Internet:	http://www.ul.ie

Partner 6

Nom:	LSSA BV
Ville:	AMSTERDAM
Pays/Région:	West-Nederland
Pays:	NL-Pays-Bas
Type d'organisation:	Entreprise de petite et de moyenne taille (jusqu'à 250 employés)
Site Internet:	http://www.lssa.com

Données du projet

120918 Presentation ECQA Krems (DA2).pdf

http://www.adam-europe.eu/prj/9660/prj/120918%20Presentation%20ECQA%20Krems%20%28DA2%29.pdf

120918 Presentation ECQA Krems (DA2)

121015 - LimerickLeanHealthEnschede.ppt

http://www.adam-europe.eu/prj/9660/prj/121015%20-%20LimerickLeanHealthEnschede.ppt

121015 - Limerick Lean Health Enschede

121015 - Needs of LSS in Healthcare.pptx

http://www.adam-europe.eu/prj/9660/prj/121015%20-%20Needs%20of%20LSS%20in%20Healthcare.pptx

121015 - Needs of LSS in Healthcare

140505 Persbericht.pdf

http://www.adam-europe.eu/prj/9660/prj/140505%20Persbericht.pdf

140505 Persbericht

140513 Folder symposium.pdf

http://www.adam-europe.eu/prj/9660/prj/140513%20Folder%20symposium.pdf

140513 Folder symposium

140606 Programmaboek.pdf

http://www.adam-europe.eu/prj/9660/prj/140606%20Programmaboek.pdf

140606 Programmaboek

140616 Trailer.mp4

http://www.adam-europe.eu/prj/9660/prj/140616%20Trailer.mp4

140616 Trailer Symposium

141130 Video presentation online training.wmv

http://www.adam-europe.eu/prj/9660/prj/141130%20Video%20presentation%20online%20training.wmv

141130 Video presentation online training

150117 LSS Green Belt Skill Set Healthcare UK.pdf

http://www.adam-europe.eu/prj/9660/prj/150117%20LSS%20Green%20Belt%20Skill%20Set%20Healthcare%20UK.pdf

Lean Six Sigma Green Belt Skill Set Healthcare UK

150117 LSS Yellow Belt Skill Set Healthcare UK.pdf

http://www.adam-europe.eu/prj/9660/prj/150117%20LSS%20Yellow%20Belt%20Skill%20Set%20Healthcare%20UK.pdf

Lean Six Sigma Yellow Belt Skill Set Healthcare UK

150127 LSS Yellow Belt Skill Set Healthcare DE.pdf

http://www.adam-europe.eu/prj/9660/prj/150127%20LSS%20Yellow%20Belt%20Skill%20Set%20Healthcare%20DE.pdf

Lean Six Sigma Yellow Belt Skill Set Healthcare DE

Données du projet

150127 LSS Yellow Belt Skill Set Healthcare NL.pdf

http://www.adam-europe.eu/prj/9660/prj/150127%20LSS%20Yellow%20Belt%20Skill%20Set%20Healthcare%20NL.pdf

Lean Six Sigma Yellow Belt Skill Set Healthcare NL

20140620_103004.jpg

http://www.adam-europe.eu/prj/9660/prj/20140620_103004.jpg

20140620 Symposium marketing products

20140620_183806.jpg

http://www.adam-europe.eu/prj/9660/prj/20140620_183806.jpg

20140620 Workshop kanban

20140624_084806.jpg

http://www.adam-europe.eu/prj/9660/prj/20140624_084806.jpg

20140624 Workshop

20140624_093731 (2).jpg

http://www.adam-europe.eu/prj/9660/prj/20140624_093731%20%282%29.jpg

20140624 Symposium

A4 Leaflet DUI HR.pdf

http://www.adam-europe.eu/prj/9660/prj/A4%20Leaflet%20DUI%20HR.pdf

A4 Leaflet DU

A5 Leaflet ENG HR 2.0.pdf

http://www.adam-europe.eu/prj/9660/prj/A5%20Leaflet%20ENG%20HR%202.0.pdf

A5 Leaflet EN

Need Analysis LSS Healthcare.pdf

http://www.adam-europe.eu/prj/9660/prj/Need%20Analysis%20LSS%20Healthcare.pdf

Need Analysis Lean Six Sigma Healthcare

Produits

1 Lean Six Sigma Yellow Belt Skill Set Healthcare UK

2 Lean Six Sigma Yellow Belt Skill Set Healthcare NL

3 Lean Six Sigma Yellow Belt Skill Set Healthcare DU

4 Lean Six Sigma Green Belt Skill Set Healthcare UK

5 Promotional Video LSSH symposium

Produit 'Lean Six Sigma Yellow Belt Skill Set Healthcare UK'

Titre:	Lean Six Sigma Yellow Belt Skill Set Healthcare UK
Type de Produit:	Matériel d'apprentissage
Texte marketing:	The LSSH Skill Sets are public documents and can be distributed in its original and complete version. Partly republication or redistribution is prohibited without the prior written consent from LSSH. LSSH shall not be liable for any errors in the content, or for any actions taken in reliance thereon.
Description:	It is important for healthcare providers to continuously focus on customer satisfaction by supplying a level of care provision with outstanding quality, cost efficiently and within the agreed lead time. Improving quality and efficiency is the domain of 'Process Improvement'. Realising these objectives is effectively achieved by applying Lean Six Sigma: a combination of 'Lean thinking' and Six Sigma approaches. Both management strategies are well established with proven success and are among the most applied process improvement methods in the world. Lean Six Sigma is a clear, practical and structured method to reduce waiting times, inefficiencies, quality issues and operational expenses.
Cible:	Initial VET secondary level Direct patient care providers
Résultat:	Lean Six Sigma Yellow Belt Skill Set Healtcare
Domaine d'application:	Initial VET secondary level
Adresse du site Internet:	lssh.nl
Langues de produit:	anglais

Produit 'Lean Six Sigma Yellow Belt Skill Set Healthcare NL'

Titre:	Lean Six Sigma Yellow Belt Skill Set Healthcare NL
Type de Produit:	Matériel d'apprentissage
Texte marketing:	The LSSH Skill Sets are public documents and can be distributed in its original and complete version. Partly republication or redistribution is prohibited without the prior written consent from LSSH. LSSH shall not be liable for any errors in the content, or for any actions taken in reliance thereon.
Description:	Het is belangrijk voor zorginstellingen en organisaties om constant te focussen op klanttevredenheid door producten of diensten te leveren met uitstekende kwaliteit, tegen de laagste kosten en levering binnen de afgesproken tijd. Het verbeteren van kwaliteit en efficiëntie is het domein van ‘Proces Verbetering’. Het realiseren van deze doelen word effectief behaald door het toepassen van Lean Six Sigma: een combinatie van Lean Manufacturing en Six Sigma. Beide management strategieën hebben hun effectiviteit bewezen en behoren al vele jaren tot de meest toegepaste management methodieken van de wereld. Lean Six Sigma is een duidelijke, praktische en gestructureerde methode om productietijd, productieverlies, kwaliteitsklachten en kosten te reduceren. Binnen Lean Six Sigma kunnen individuen worden getraind op verschillende ‘Belt niveaus’. Deze niveaus zijn: Black Belt, Green Belt, Orange Belt en Yellow Belt.
Cible:	MBO-verpleegkunde niveau 4 Iedereen die directe zorg verleent aan patiënten
Résultat:	Lean Six Sigma Yellow Belt Skill Set Healthcare NL
Domaine d'application:	
Adresse du site Internet:	lssh.nl
Langues de produit:	néerlandais

Produit 'Lean Six Sigma Yellow Belt Skill Set Healthcare DU'

Titre:	Lean Six Sigma Yellow Belt Skill Set Healthcare DU
Type de Produit:	Matériel d'apprentissage
Texte marketing:	Die LSSH Skill Sets sind der Öffentlichkeit zugänglich und können in ihrer ursprünglichen Fassung verteilt werden. Die teilweise Wiederveröffentlichung oder Verbreitung ohne vorherige schriftliche Zustimmung von LSSH ist untersagt. LSSH haftet nicht für etwaige Fehler in den Inhalten, oder für irgendwelche Handlungen im Vertrauen darauf.
Description:	Das zentrale Anliegen der Anbieter im Gesundheitswesen ist es, sich durch eine Gesundheitsversorgung auf hervorragendem Niveau, bei Kosteneffizienz und in Bezug auf vereinbarte Zeitrahmen konstant auf die Kundenzufriedenheit zu achten. Die Verbesserung der Qualität und der Effizienz ist das Aufgabengebiet von "Process Improvement". Die Realisierung dieser Ziele wird effizient erreicht, wenn man Lean Six Sigma anwendet: eine Kombination aus „schlankem (lean) Denken“ und Six Sigma Ansätzen. Beide Strategien sind gut eingeführt, bewährt und gehören zu den am meisten angewendeten Prozessmethoden in der ganzen Welt. Lean Six Sigma ist eine klare, konkrete und strukturierte Methode zur Verringerung der Wartezeiten, zur Verringerung mangelnder Effizienz, mangelnder Qualität und Betriebskosten. In Lean Six Sigma, können Personen auf den verschiedenen „Gürtel“ Niveaus, „Belts“, geschult werden. Diese Ebenen werden Black Belt, Green Belt, Orange Belt und Yellow Belt genannt.
Cible:	Berufsbildungsangebot,Erstausbildung und Weiterbildung Mitarbeiter mit direktem Patientenkontakt
Résultat:	Lean Six Sigma Yellow Belt Skill Set Gesundheitswesen
Domaine d'application:	
Adresse du site Internet:	lssh.nl
Langues de produit:	allemand

Produit 'Lean Six Sigma Green Belt Skill Set Healthcare UK'

Titre:	Lean Six Sigma Green Belt Skill Set Healthcare UK
Type de Produit:	Matériel d'apprentissage
Texte marketing:	The LSSH Skill Sets are public documents and can be distributed in its original and complete version. Partly republication or redistribution is prohibited without the prior written consent from LSSH. LSSH shall not be liable for any errors in the content, or for any actions taken in reliance thereon.
Description:	It is important for businesses and organisations to continuously focus on customer satisfaction by supplying products or services with outstanding quality, cost efficiently and within the agreed lead time. Improving quality and efficiency is the domain of ‘Process Improvement’. Realising these objectives is effectively achieved by applying Lean Six Sigma: a combination of Lean Manufacturing and Six Sigma approaches. Both management strategies are well established with proven success and are among the most applied process improvement methods in the world. Lean Six Sigma is a clear, practical and structured method to reduce lead times, production losses, quality complaints and operational expenses. Within Lean Six Sigma, individuals can be trained at various ‘Belt levels’. These levels are called Black Belt, Green Belt, Orange Belt and Yellow Belt.
Cible:	Higher Education Clinical Nurse Manager, ward and unit managers, Clinicians
Résultat:	Lean Six Sigma Green Belt Skill Set Healthcare
Domaine d'application:	
Adresse du site Internet:	lssh.nl
Langues de produit:	anglais

Produit 'Promotional Video LSSH symposium'

Titre:	Promotional Video LSSH symposium
Type de Produit:	Film
Texte marketing:	Promotional Video LSSH symposium held at the university of Twente at June 24, 2014.
Description:	Promotional Video LSSH symposium
Cible:	Students, teachers and professionals working in the healthcare sector
Résultat:	Impression Video
Domaine d'application:	This product is used to give an impression of the symposium, held at the university of Twente at June 24, 2014.
Adresse du site Internet:	http://www.lssh.nl/activiteiten/
Langues de produit:	néerlandais

product files

Lean Six Sigma Healthcare Symposium Trailer (LSSH).mp4

http://www.adam-europe.eu/prj/9660/prd/5/1/Lean%20Six%20Sigma%20Healthcare%20Symposium%20Trailer%20%28LSSH%29.mp4
Promotional video of the LSSH healthcare symposium

Événements

Efvet Conference 22- 25 October 2014 in Porto Portugal

Date	24.10.2014
Description	An annual conference, this year attended by over 200 representatives from European VET Colleges. Action: dissemination of developments and results of the Lean Six Sigma Healthcare project during the conference by distributing hand-outs among participants and organizing a round-table presentation on Friday 24th of October.
Cible	VET providers associations (ASC-VET)
Public	Événement public
Informations de contact	ROC van Twente
Date et lieu	22- 25 October 2014 in Porto Portugal

Presentation LSSH at the RIZO conference Almelo

Date	09.10.2014
Description	The presentation was given by project representatives of the ROC van Twente at a conference of the 'Regional information point for healthcare education' (RIZO) in Almelo (NL). Internship institutions for healthcare education were invited for this presentation because of their role in practical student training. The applicability of LSSH in practice was discussed in the presentation.
Cible	Target audience (TAU)
Public	Événement public
Informations de contact	ROC van Twente WGV Zorg en Welzijn
Date et lieu	09-10-2014, Almelo, the Netherlands

Événements

Presenting LSSH at the ECQA seminar (Cannes)

Date	24.09.2014
Description	The ECQA is a non-for-profit association, joining institutions and several thousands of professionals from all over Europe and abroad. The ECQA provides a world-wide unified certification schema for numerous professions which includes Lean Six Sigma certification in association with the LSSA. At the meeting in 2013 the LSSH programme was presented to the ECQA members. Also in the newsletters of ECQA the LSSH-project was mentioned. First, the ECQA will provide the LSSH certifications for people that attended training and subscribe for certification. Second, the ECQA gives access to a large network of training institutes across Europe. Some of these insitutes may be interested in adapting the LSSH training. One of the organisations we met during the conference in Cannes was iSQI. This meeting has resulted in an agreement between LSSA, iSQI, ECQA and APMG to disseminate Lean Six Sigma certifications, which was one of the objectives of this project.
Cible	Active adult education teacher (TCH-ADULT-ACTIVE) Adult education provider (EDU-ADLT) VET providers associations (ASC-VET) Vocational training centre or organisation (EDU-VET) SME (ENT-SME)
Public	Événement public
Informations de contact	ISCN Symbol
Date et lieu	24-09-2014, Cannes, France

Événements

EuroSPI 2014

Date	26.06.2014
Description	Presentation and Exhibition Stand at the EuroSPI 2014 from 25th until 27th June 2014. International conference about Software & Service Process Improvement and Innovation. There was a stand for the project where project-leaflets (in English) were distributed and the project-banner was shown. European Systems, Software, services Process Improvement and Innovation is a network and conference series since 22 years in Europe, supported by Springer, Wiley, and magazines like Elsevier Science, IEEE, etc. as publishers. In EuroSPI there is a safety workshop every year and safe systems design and control in medica, Automotive, aerospace is part of that. The medical partners of EuroSPI attended the training (BBraun, MediSPICE, Companies).
Cible	Adult education provider (EDU-ADLT) Employed (LAB-SAL) European network (NFP-NET) Consultancy (CONS-CNST) Organisations (ORG) SME (ENT-SME) Vocational training centre or organisation (EDU-VET) VET providers associations (ASC-VET) University or higher education institution (tertiary level) (EDU-UNIV)
Public	Événement public
Informations de contact	Symbol ISCN LSSA
Date et lieu	25th, 26th and 27th June 2015, Luxembourg (Luxembourg)

Événements

Lean Six Sigma Healthcare Symposium

Date	24.06.2014
Description	175 gasten namen de hele dag deel aan dit symposium. Er gaat geen dag voorbij zonder dat de veranderingen in de zorg in het nieuws zijn. De zorg moet efficiënter, beter en goedkoper. Maar hoe gaan we dit realiseren? Tijdens dit symposium delen sprekers uit de wetenschap en de praktijk hun kennis en ervaring om de zorg efficiënter te maken en de kwaliteit van zorg te verbeteren met behulp van Lean Six Sigma.
Cible	Active adult education teacher (TCH-ADULT-ACTIVE) Adult education provider (EDU-ADLT) VET providers associations (ASC-VET) Vocational training centre or organisation (EDU-VET) SME (ENT-SME)
Public	Événement public
Informations de contact	Symbol ROC van Twente WGV Zorg en Welzijn LSSA
Date et lieu	24th June 2015, Enschede, the Netherlands

Événements

Presentation at the Soqrates Events

Date	10.03.2014
Description	The project was regularly presented at various Soqrates events in Germany, Austria and Hungary. The Soqrates Group consists of large multinational companies and consulting companies with joint task forces around process improvement. The LSSH was targeted towards: BBraun (www.bbraun.com) BBraun is a leading German manufacturer and engineering and solutions company for medical systems world wide. The dialysis systems department is commited to quality and also implements their systems based on defined FDA (Food and Drug Authority of the US) in hospitals with hospital staff. Managers and engineers who are responsible for such a device attented the training. MediSPICE Group MediSPICE is a research project of the Irish national research centers and the FDA (Food and Drug Authority of the US) and developed an appendix to the IEC 62304 standard and an assessment method to implement quality standards in medical device development. Members of the MediSPICE team attended the course. Service Companies Lorit is a consulting company in Scottland that consults medical service industry and hospitals in Scottland. Lorit director attended the course to learn about LSSH and to seek potentials for offering this to Scottisch hospitals.
Cible	Enterprise large (> 500 employees)for HUMAN HEALTH AND SOCIAL WORK ACTIVITIES
Public	Événement public
Informations de contact	ISCN
Date et lieu	10th March 2014, Melsungen (Germany)

Événements

Visiting Scania to learn from LSS in automotive

Date	10.02.2014
Description	WGV sent a news letter to al their members and invited them to come to Scania. In March they published an article about their visit to Scania on their website. cania had adapted the Lean Six Sigma methodology to the fullest. So WGV member visited Scania to learn from Scania and see how it works in reality. Scania employees told about the results of implementing Lean Six Sigma.
Cible	Members of WGV
Public	Événement public
Informations de contact	WGV Zorg en Welzijn
Date et lieu	10th February 2014, at Scania (Zwolle, the Netherlands)

Dissemination project LSSH at the ZGT hospital Hengelo

Date	06.12.2013
Description	The project plan LSSH was presented at the ZGT hospital Hengelo. ZGT played a role in coaching students with LSSH assignments in practice during the project.
Cible	Hospital employees
Public	Événement public
Informations de contact	ROC van Twente ZGT hospital Hengelo
Date et lieu	6ht December 2013, Hengelo, the Netherlands

Événements

EuroSPI 2013

Date	25.06.2013
Description	Presentation and exhibition stand at the EuroSPI 2013 (European System, Software & Service Process Improvement and Innovation) international conference.
Cible	Adult education provider (EDU-ADLT) Graduate / Doctoral school (EDU-Gradu) Employed (LAB-SAL) European network (NFP-NET)
Public	Événement public
Informations de contact	ISCN Symbol
Date et lieu	Dundalk, Ireland