



**CONTINUOUS
IMPROVEMENT
STRATEGIES**
to Generate
Positive Outcomes

Thursday, November 20
3:00 p.m. - 6:30 p.m. CDT

LOCATION
Cook Children's Medical Center
801 7th Ave, Fort Worth, TX



**COMPLIMENTARY
EVENT**
Space limited!



Introductions to Co-Chairs

Shernette R. Kydd, PhD, PE



- Education
 - ✓ B.S. Mechanical Engineering
 - ✓ M.B.A.
 - ✓ Ph.D. Industrial Engineering
- Relevant Certifications
 - ✓ LSSGB, LSSBB, Lean Bronze, LSSMBB
 - ✓ CPHQ
 - ✓ Professional Engineer (PE)
- Experience
 - ✓ > 25 years (started with GE)
 - ✓ > 10 years (in Healthcare)
 - ✓ Adjunct Professor at UTA (Industrial Engineering Department)

Tanya Stinson, MSHQ, LSSMBB



- Education
 - ✓ B.A.A.S. in Business and Technology
 - ✓ Masters Healthcare Quality and Safety
- Relevant Certifications
 - ✓ LSS, LSSGB, Lean Champion, LSSMBB
 - ✓ Prosci Change Management Practitioner
 - ✓ ROI Methodology Cert.
 - ✓ Masters Business Analysis Cert.
- Experience
 - ✓ > 15 years (started with Luminant, TXU)
 - ✓ > 10 years (in Healthcare)
 - ✓ Owner of Leaning Towards Change, LLC
 - ✓ Term Lecturer at Mass General Hospital (MGH IHP)

Welcome to Cook Children's

For over 100 years, Cook Children's has been a trusted leader in pediatric health care in this region.



Cook Children's Medical Center Prosper Campus



Cook Children's Fort Worth Campus




Counties Served

- The tower will be about 700,000 square feet
- Completed in fiscal year 2030
- The largest projects in Cook Children's history...will add over 100 additional beds across various units.

Cook Children's Process Improvement – Team



Shernette Kydd, PhD
AVP System Effectiveness



Vincent Do
Director, Process Improvement



Collin Kidd
Senior Process Improvement Specialist



Daniela Suhr
Process Improvement Specialist



Kara Annis
Process Improvement Specialist



Kent Mire
Process Improvement Specialist



Megan Graichen-Pearson
Clinical Process Improvement Specialist

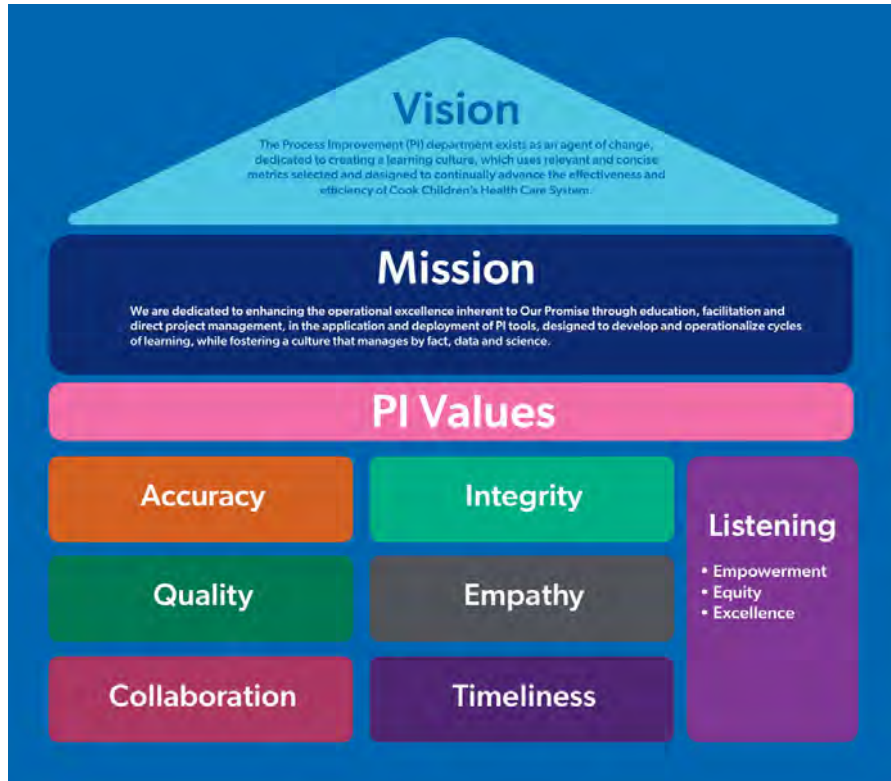


Paridhi Sheth
Process Improvement Specialist



Rahim Akbar
Process Improvement Specialist

Welcome to Cook Children's – Vision, Mission, Values, Services



- New process development
- Work standardization
- Identification of process metrics (key performance indicators – KPI's)
- Strategic planning facilitation
- Dashboard inputs development (functional specs)
- Process simulation/optimization studies (FlexSim software)
- Process improvement formal training (site wide and customized for department sessions)
 - PI orientation
 - OE 101 – Lean overview
 - Certifications:
 - Lean Six Sigma Green Belt (OE 401)
 - Lean Six Sigma Yellow Belt (OE 301)
 - Lean Six Sigma Yellow Belt for Leaders (OE 301-L)
 - Lean Six Sigma White Belt (OE 701)
 - Lean Practitioner (OE 201)
 - Art of process mapping
 - Lean in Practice – Gemba (observation training)
 - Value stream mapping

- PI mentors
 - Leadership and staff
 - Department Process Improvement teams (d-PITs)
- Operational analysis (OA)
 - Workflow/process analysis
 - Process observations
 - Time study
 - Human factors assessment
 - Resource utilization analysis
 - Productivity study
 - Utilization study
 - Real-time location systems (RTLS) study (before/after characterization)
- PI tool facilitation (TF)
- Structured improvement activity (full-scale project leadership)

Cook Children's Process Improvement – Certification Program



LSSWB



LSSYB



LP



LSSYB-L



LSSGB



56
Green Belts

208
Yellow Belts

409 Total
graduates
since 2019

36
Lean Practitioners