ACADEMY FOR EXCELLENCE IN HEALTHCARE

In collaboration with

The Ohio State University
Fisher College of Business

In collaboration with

CardinalHealth
The Academy for Excellence in Healthcare is committed to improving the operations and outcomes of the nation’s health care providers. In the health care industry, change is rapid. You need to adopt a new way of thinking to keep up. The program has been designed to help health care organizations identify and solve their greatest operating challenges, ultimately driving results that can significantly reduce costs and improve patient outcomes.

Participants in The Academy learn to apply the key principles of Lean Management, including how to:

- Develop a comprehensive understanding of the dynamics and opportunities in core operations
- Identify and improve systems and processes across core functional teams to close the gap
- Apply new leadership tools to engage the team and provide measurable improvements across the organization

“Learning and understanding LEAN management strategy, and the opportunity to use that skill set to improve something within our own institution, was the most valuable part of the program.”

DETERMINE THE CHANGE.
ACCELERATE THE RESULTS.
TEAM LEARNING EXPERIENCE

The Academy is designed for teams of three to five members in operating, clinical and administrative roles, including at least one attendee at a director level or higher.

As a team learning experience, the program includes:

• A five-day, in-person learning experience at The Ohio State University that immerses participants in the latest performance improvement methodologies.

• A real-world health care problem selected by each team. Groups work together for 90 days on a solution with a coach from the operational excellence experts at Ohio State and/or Cardinal Health.

• A final three-day, in-person session at Ohio State to review project outcomes and solidify the learning for continued success.
Increased CT Simulations from an average of 9.5 patients in a 9-hour day to 14 patients in an 8-hour day.

– The James Cancer Hospital and Solove Research Institute

Decreased the average time spent rounding per patient by 15%, while face time with patients increased by 55%.

– Beth Israel Deaconess Medical Center

Increased the prescription-inventory turn rate from 10 turns to 13 turns, saving $346,000 in approximately six months.

– Genesis Healthcare System

Decreased the average wait times for pediatric surgeries from 217 minutes to 115 minutes.

– Covenant Children’s Hospital St. Joseph Health System

Reduced length of stay by 28% and increased Press Ganey “rate hospital” score from 50.0 to 89.7.

– Mount Carmel St. Ann’s

Decreased doc-to-decision time for admitted patients from 155 minutes to 139 minutes in less than six months.

– Mount Carmel East

Increased the percentage of stroke patients scheduled for follow-up care from 48% to nearly 100%.

– OhioHealth

Increased the percentage of patients discharged prior to 2:30 p.m. from 57% to 82%.

– Instituto Modelo De Cardiología Privado SRL
TEAM SCHOLARSHIP

The Ohio State University Fisher College of Business Academy for Excellence in Healthcare Scholarship was created in 2013 to provide financial assistance and opportunity to further the pursuits of hospital project teams in creating transformational change for patient care. Full scholarships cover program fees, personal coaching, lodging at The Blackwell Inn, in-session meals and parking.

Determination of Scholarship Recipients:
The Scholarship Committee will not utilize a first-come-first-served basis for determining recipient rankings. Determination of funding approval is based on many factors. Scholarships will be awarded at the sole discretion of a committee comprised of one faculty member and two staff of The Ohio State University Fisher College of Business.

The program is designed primarily for medium to large-sized hospitals and healthcare organizations, senior living facilities, medical transportation systems and public health organizations. Preference will be given to applications that include teams of three to five individuals who are employed by institutions that are headquartered in North America.

Examples of such factors are:
- Compelling healthcare or patient project and need
- Nature and purpose of healthcare project and overall impact within a system
- Anticipated future benefits to be derived by the healthcare system or community at large
- Previous project team successes and implementations
- Educational aspirations to pay forward and replicate results in other departments

For information on applying visit go.osu.edu/AEH or call 614-292-8575.

“I learned so many new ways to improve what I do every day. I now know how to successfully identify a problem and discover a root cause and solutions.”
APPLICATION PROCESS

The application process begins by identifying the challenge you wish to address in your organization. Defining the challenge will drive the selection of your team members. You need to identify three to five key players and/or stakeholders that will be essential in implementing a solution. For example, if the problem you want to solve is around scheduling or wait times, you will need clinical staff such as a physician or nurse. Or, if the focus is related to insurance or billing you would have more administrative staff. We encourage you to break down the silos, identify those involved in the process from front line to administration that can be part of your team.

In order to apply, you will need the following:

• Contact information for each team member
• Organization information where the project will be implemented
• Problem statement based on the challenge you are experiencing in your organization, including potential metrics for measurement of success.

For dates and registration visit go.osu.edu/AEH or call 614-292-8575.

“The most valuable part was the collaboration with other hospitals and discussion.”
For information on program dates, registration and scholarships visit go.osu.edu/AEH.