# LEAN HEALTHCARE STUDY MISSION TO JAPAN

## Itinerary for November 15 - 21, 2009



	15th, Sunday	16th, Monday	17th, Tuesday	18th, Wednesday	19th, Thursday	20th, Friday	21st, Saturday
		Breakfast	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast
	Arrive in Tokyo, Narita Airport	Orientation	Orientation	Orientation	Orientation	Transfer to Kyoto	
AM		Seminar with Expert	Large Hospital	Toyota Motors Main Plant	Medium Size Hospital	Large Hospital	
		"Applicability of TPS in Healthcare!"	"Design of the Workplace and Workflow"	"Process Standardization in Surgery and General Care"	"Team Design and General Surgery Variation"	"How to be an Effective Leader of Change"	
	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch	
PM	Tour introduction meeting	Medium-Sized Hospital	Small Clinic Tour	Q&A Session with Toyota Hospital Executives	Small Clinical Tour	Sightseeing and shopping in Kyoto (free time)	Depart from Kansai Airport
	Japanese business and cultural workshop	"Clinical 5S and Risk Hazard Management"	"The Kaizen Improvement and Patient Care"	"Best Practice in Clinical Environment"	"Quality Control in Central Supply and Support Facilities"		
	Q & A session with Enna staff	Review session	Review session	Review session	Review session		
	Dinner	Dinner	Dinner	Dinner	Dinner	Celebration Dinner	
	Hotel Pacific Tokyo	Hotel Pacific Tokyo	Yokohama Bay Sheraton Hotel	Nagoya Hilton Hotel	Nagoya Hilton Hotel	Hotel Granvia Kyoto	

Legend Facility Tour Study Topic Seminar/Training
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### What you can expect out of this week:

- An improved skills-set that allows you to succeed at implementing Lean in Healthcare.
- Examples of various best practices in Healthcare that provide a new baseline for improvement.
- A blueprint for change that can be implement.
- An action plan which you can apply in your own work environment.

### You will be exposed to:

- Different work environments and clinical experts in Lean operations.
- Different practices and techniques of Lean.
- Different use of technology within Healthcare.
- Different results and how they measure success in Healthcare Operations

The challenge is to make sense out of an abundance of "observations".

#### At the end of each day, we will:

Review of the day's experience; discussion groups will be used to enhance your own experience.

- Review principles pertinent to the next day's visit.
- Description of what we will see the next day any particular focus.