



Thursday, April 1, 2010 ASQ Section 1007 Presents:

Topic: Transforming Patient Experience and Reducing Healthcare Costs by Applying Manufacturing Principles to Healthcare

Speaker: Todd Sperl; Managing Partner, Lean Fox Solutions

Location: Five O'clock Sports Bar and Restaurant in Stevensville, MI.

Time: **Get Acquainted:** 6:00 pm

Dinner: 6:30 p.m.

Program: 7:30 pm

Meal: Oven Baked Chicken Breast, Roasted Red Skin Potatoes, Peas and Carrots, Salad and Rolls, Lime Jello with Pineapple.
(Vegetarian meals available upon request.)

Cost: \$15.00 (Cash or check only – payable at the door)

Contact Penny Swank for reservations at swankpenny@yahoo.com or call 269-325-0108.

Deadline for reservations is Noon - Wednesday, March 31, 2009.

Description: Although healthcare differs in many ways from manufacturing, there are also surprising similarities. Whether building a car or providing healthcare for a patient; workers must rely on multiple, complex processes to accomplish their tasks and provide value to the customer or patient. Waste of money, time, supplies, or goods is a formula for decreased rather than increased value.

Improving patient flow and reducing waste allows for improved throughput, increased patient satisfaction, and a more efficient office practice. Along with providing insight into the transformation of a high volume physician practice, this presentation will also address the skills needed to be a successful lean change agent in many aspects of Healthcare.



Speaker Bio: As Owner and Managing Partner of Lean Fox Solutions, LLC, Todd's vision is to improve the patient care experience from one health care touch point to the next. He is a GE trained Master Black Belt and Master Change Agent. He has presented at numerous regional and national conferences on Lean Six Sigma, change management and human resource assessment.

Mr. Sperl is currently working on his third book related to lean and healthcare. While this book will focus specifically on how lean can improve the patient experience within the physician office, Mr. Sperl collaborated on two previous books that focused on the continuum of care... "Value Stream Management for Lean Healthcare" and "The New Lean Healthcare Pocket Guide-Tools for the Elimination of Waste in Hospitals, Clinics, and Other Healthcare Facilities." Mr. Sperl received his BS in Psychology from the University of Wisconsin – River Falls and a MS in Industrial-Organizational Psychology from St. Mary's University in San Antonio, TX. He currently lives in Huntington Woods, MI with his wife and two children.