

## Six Sigma and Lean Thinking in Healthcare



**Joseph M. Duhig** currently serves as C.E.O. and Executive Director of the University Medical Center Alliance located in Memphis Tennessee. The Alliance membership includes: Methodist LeBonheur Healthcare, the Regional Medical Center, Saint Jude Children's Research Hospital, V.A. Hospital - Memphis, Memphis Mental Health Institute and the University of Tennessee Health Sciences Center. As Executive Director he is responsible for leading business planning, performance improvement and safety initiatives for the downtown medical district in Memphis Tennessee.

Mr. Duhig's previous experience covers industries in both the public and private sectors and includes health care, manufacturing, telecommunications, financial services, insurance and education. For 10 years, he served as Vice President of North American Operations for Juran Institute Inc., the world's leading quality management training and consulting firm. A Six Sigma Master Black Belt & Lean Sensei, he was responsible for providing client training and consulting support, as well as new business development for Juran's North America Consulting Practice.

He has held a variety of positions in consulting, management, and engineering. He served as Manager of Strategic Change and Process Improvement in PriceWater-houseCoopers Solutions through Technology Practice. He also held positions as Director of Management Engineering for Kaiser Permanente Health Plans, Administrative Associate of Kent General Hospital and consulting positions with Sinai Hospital of Baltimore, Coopers and Lybrand, SunHealth Corporation and American Medical International.

Mr. Duhig has led numerous Six Sigma and Lean Production initiatives, process re-engineering, performance improvement projects and Design for Six Sigma quality planning projects. He specializes in facilitating large, complex, organizational transformation initiatives to achieve significant and measurable improvement. He has led large merger and acquisition consolidation efforts and has played a key role in several organizational "turn-around" projects. More recently, he has led strategic improvement initiatives with: Microsoft, AT&T, Dupont, CSC, Charbroil, Samsung Electronics, Abengoa, Unilever, JDIrving, Sentara Health System, Bon Secours Health System, Sutter Health, Anthem BC/BS, Lee Memorial Health Systems, Keystone Mercy, Sisters of Providence, University Medical Center Alliance, CMS (formerly HCFA), Idaho EMS as well as participating on numerous smaller engagements.

Mr. Duhig contributed to the development of methodologies and written courses on topics such as Six Sigma Black Belt Training, Lean Production Business Process Re-engineering, Costs of Poor Quality, Accelerated Cost Reduction Strategies, Advanced Facilitator Training and Self-Directed Work Teams.

Mr. Duhig received his MBA from Wilmington College and a BS in Industrial and Systems Engineering from the Georgia Institute of Technology. He also holds a Certificate in Health in Systems Engineering from the Georgia Institute of Technology and is a member of the Institute of Industrial Engineers, the American Society of Quality and the Hospital Information Management Systems Society.

**At the end of this session the participants will be able to:**

1. Define the metric and DMAIC methodology of Six Sigma improvement.
2. Explain the components of measurement system variation.
3. Understand how the Six Sigma approach differs from other continuous improvement models.
4. Explain the 6 levels of analysis and the tools that apply at each level.
5. Understand Lean Thinking Principles and how they apply to healthcare.