



HEALTHCARE PERFORMANCE PARTNERS



Solutions. Results. Success.



HPP delivers speed to client projects that translates in rapid return on investment

HEALTHCARE PERFORMANCE PARTNERS

The Healthcare Performance Partners (HPP) team has helped a full range of healthcare providers including for profit and not for profit hospitals in urban, suburban and rural settings, to take a more productive approach to their operations and projects.

HPP has successfully translated its industrial and process engineering, as well as its business consulting experience from other major industries and applied the same concepts to the unique setting of healthcare. As an affiliate of The Access Group (TAG) the HPP staff delivers the same success and productivity to hospitals that TAG has provided to major Fortune 100 companies in such industries as:

Aerospace	Marine
Automotive	Power & Generation
Appliance	Printing
Consumer Goods	Service Industries
Defense Industries	Steel
Machining	Textiles

As hospital administrators research and learn more about how operating methodologies like LEAN HEALTHCARE and Value Added Facilities Design can benefit their organization, HPP emerges as the leading 'Single Source Provider' of these specialized services.

Focus, Speed, Experience, and Flexibility.

HPP brings **Focus** to the client projects through the discipline and expertise of its associates who focus on defining and achieving specific objectives and goals





from beginning to end. HPP delivers **Speed** to client projects that translates in rapid return on investment that is much needed in healthcare's highly competitive and cost driven market. HPP benefits clients with the **Experience** of a professional staff possessing an average of twenty plus years of success in multiple industries including healthcare. HPP defines **Flexibility** by providing resources and services that are deployed only when and where needed.

Read on and learn how HPP has proven a performance track record to partner with your organization in the following areas:

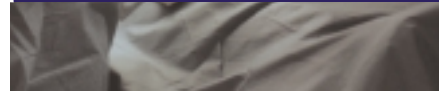
- **LEAN HEALTHCARE**
- **HPP Consulting Services**
- **Training**
- **Engineering and Design Services**
- **Building and Facilities Services**

Whatever challenges or service model needs a healthcare organization might have, either identified or buried deep within the daily operations, HPP will deliver the kind of breakthrough solutions and success that hospital administrators must have – all with the Focus, Speed, Experience, and Flexibility necessary to bring the proven, improved performance to bottom line results.

HPP leads Med/Surg Shift Change Team to initially reduce the shift change process by 36%, saving the hospital over \$300,000 annually in direct overtime!



LEAN HEALTHCARE



LEAN HEALTHCARE is a term that is permeating the consciousness of an industry that has for a long time struggled with skyrocketing costs, poor customer and employee satisfaction, complex and cumbersome I.T. solutions, nursing shortages, physician frustration and life and death problems caused by inadvertent errors and oversights.

Traditionally, LEAN practitioners applied the term “Lean Enterprise” to the manufacturing giants of industry. LEAN, which was first created as a part of the Toyota Production System (TPS), is an operational approach and methodology embraced by leading industrial manufacturing companies throughout the world. With absolutely indisputable results in manufacturing over the past two decades, LEAN has made its way into non-manufacturing industries such as insurance, banking and healthcare.

LEAN organizations are vigilant in identifying waste within their value streams and processes and relentless

in the application of tools that eliminate or drastically reduce waste that adds no value to the customer experience. This is why LEAN operating philosophies are a requirement in the cost conscious world of manufacturing and why they are now being applied with resounding success to the healthcare industry.

LEAN permeates all that an organization does. The basic principles of LEAN HEALTHCARE are tailor made for the hospital, surgical and clinical healthcare industry. These operating entities comprise many “manufacturing like” processes that support patient care but have struggled to evaluate, understand and permanently improve these processes. HPP is an expert at doing just that—permanently improving the processes that support patient care.

There are an array of LEAN philosophies and tools that may or may not have a direct application to a particular healthcare institution. It is essential that healthcare organizations work with an experienced resource like HPP to guide the LEAN HEALTHCARE process and

The basic principles of LEAN HEALTHCARE are tailor made for the hospital, surgical and clinical healthcare industry



apply only the tools that will provide tangible and sustainable results.

HPP provides to its clients:

- **LEAN HEALTHCARE Design & Implementation**
- **Value Stream development**
(Visualizing/Documenting “how” your particular process works presently and should work from the Customers perspective)
- **Kaizen Events- A tool for major improvement**
- **5-S Events for efficient workplace organization**
- **Process standardization and visual workplace design**
- **Mistake proofing development and Poka-Yoke tools**
- **Changeover optimization of rooms and resources**
- **Six Sigma healthcare projects (HPP Black Belt trained associates)**

LEAN HEALTHCARE principles are specifically applicable to improving a broad range of operating processes found in every healthcare organization:

- **Admitting/Discharge**
- **Internal patient flow within and between departments**
- **Operating room turnover**
- **Scheduling processes and systems**
- **Workplace disorganization**
- **Medical Records**
- **Inventory (supplies) control**
- **Administrative processes and billing**
- **Equipment availability**
- **Shift change processes**
- **Pharmacy and Laboratory work flows and turnaround times**

HPP involves client teams in learning, applying, analyzing and making LEAN HEALTHCARE disciplines a regular part of the operating philosophy of the organization. Once organizations have experienced the positive impact and outcomes of LEAN HEALTHCARE, then leadership and staff are better able to understand and implement these strategies, either with HPP or on their own. Thus developing a culture that includes this renewable source of success within the organization.

HPP is a practical firm that applies value added consulting and implementation services



HPP CONSULTING SERVICES

With many companies and individual consultants in the market touting their LEAN experience, healthcare organizations must choose carefully and work with a partner like HPP



that has years of proven experience and success in healthcare as well as other industries.

The HPP team, along with its affiliate company The Access Group (TAG), have multiple-industry domestic and international experience and success. HPP stands ready to design and implement solutions that draw on the organization's collective know-how in order to deliver industry proven successful results to healthcare organizations.

HPP is a practical firm that applies value added consulting and implementation services that target bottom line results.

HPP delivers "Solutions for Success" in areas including:

- **LEAN HEALTHCARE services**
- **Value Stream development**
- **Kaizen facilitation**



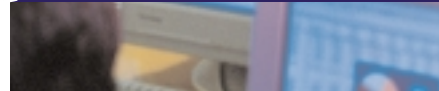
- Six Sigma
- Operational assessments
- Workplace layout & design
- Organizational process engineering and efficiency Analysis
- Facilities planning
- Efficiency studies
- Process and systems design
- Inventory/Materials Management Systems
- Policy design & development
- Process improvements
- Constraint management
- Root Cause Analysis
- Billing & Collections solutions
- On-Site training
- Work Standards development

HPP teaches LEAN HEALTHCARE concepts to the O.R. LEAN Team. Their work leads to an initial reduction of 46% time spent in the O.R. changeover process!

Call today and Partner with HPP to bring improved Performance to your Healthcare organization.



TRAINING



HPP provides its clients with a wide range of LEAN HEALTHCARE oriented training services. HPP's LEAN HEALTHCARE professionals understand the needs of healthcare organizations and are highly skilled at identifying areas with the greatest need for development and improvement.

From Introduction to LEAN HEALTHCARE courses for executive teams, departmental staff, and physicians to training programs for associates including materials management courses for purchasing professionals, HPP will develop these vital skill sets for organizational subsets or the entire organization.



- **Executive LEAN HEALTHCARE training**
- **Introduction to the LEAN HEALTHCARE enterprise**
- **Value Stream mapping for healthcare**
- **Kaizen essentials for healthcare improvement**
- **The tools of LEAN HEALTHCARE**
- **Introduction to Process analysis for healthcare**
- **Policy management principles**
- **LEAN HEALTHCARE Sigma**
(Integration of LEAN & Six Sigma)
- **Specific tools/Process training:**
 - **Mistake proofing**
 - **FMEA's**
 - **Standardized work**
 - **A3 development**
 - **Kaizen fundamentals**
 - **Process mapping training**
 - **5-S training (For workplace organization and identifying waste)**
 - **Six Sigma**
 - **SMED/Room turnover tools**

HPP and its Training Facilitators are highly skilled in identifying areas with the greatest need for development and improvement



Pictorial Training & Standardized Work Manuals

HPP designs, develops, and implements pictorial and standardized work training manuals that bring words and concepts to life. The HPP process was developed and implemented by people oriented process engineers to make concepts and operations easier for associates to understand and implement. HPP manuals are often translated into other languages by our multi-lingual staff. The end result is a standardized method of operating and conducting business.

HPP Standardized Work Manuals:

- **Promote patient safety**
- **Save time and money**
- **Expedite learning for associates and new process startups**
- **Increase work force flexibility**
- **Eliminate confusion**
- **Improve service quality**

- **Prevent the repetition of costly mistakes**
- **Reduce communication barriers**
- **Provide tools for data collection and quick results feedback**
- **Provide quick ROI**

HPP trains the Nursing Team in a 5-S workshop. By improving the organization of the O.R. Nursing Workstation they virtually eliminated overstocking of supplies, thus reducing inventory costs by 30%!



ENGINEERING & DESIGN SERVICES

HPP has the proven expertise to provide a full range of Engineering, Project Management and Design Services to Healthcare clients. LEAN HEALTHCARE tools can impact the existing operation and improve the efficiency of use of existing facilities. HPP experience can also apply those same tools as you look at your future facility expansion or remodeling. From facility layouts to process engineering, HPP has become the firm of choice for many companies throughout the U.S. as it partners with its affiliate company The Access Group (TAG).

HPP has teams of highly experienced engineers, technicians and operational professionals that are dedicated to focus on specific projects and needs for your healthcare organization. Regardless of the size or your project, HPP will provide a dedicated team to "Partner" with you from the programming and design phase to the first day of operation.

At each phase of the project, HPP is constantly seeking ways to improve your organizations bottom line. HPP Engineering, A/E Design and Project services staff will provide the results you want with a focus on the process and flow of patients and systems, which will serve as the foundation for the facility.

Representative Projects Performed by HPP Includes:

- **Turn Key Projects**
- **Facilities Planning**
- **Program Management**
- **Detailed A/E Design Services**
- **Construction Management**
- **Master Planning**
- **Civil**
- **Mechanical/Electrical**
- **Feasibility Studies**
- **Facility Layout and Flow**
- **Capacity Planning**
- **Design Engineering**
- **Contract Administration**
- **Structural and Civil**
- **Process Engineering**
- **Equipment Procurement**
- **Construction Management**
- **Systems Design**



BUILDING AND FACILITIES SERVICES

HPP and its affiliate companies provide a number of building design, maintenance, and facility related services to clients throughout the world. Our team has a superior reputation in all service areas.

In today's hectic and competitive healthcare environment, organizations have less time and resources available to address their ongoing equipment maintenance and facility related issues. Our team possesses the time, tools and techniques needed to integrate proven approaches into your projects while improving throughput, reducing operating costs, and supporting your healthcare organization.



Whether needing a score card or assessment of your current approach to maintenance, project management support or needing a totally new system developed, HPP and its affiliates can be your single source for building and facilities related services.

Value Added Services Include:

- **Feasibility analysis**
- **Contract administration**
- **Equipment specification**
- **Environmental services**
- **Project management**
- **Computerized Maintenance Management Systems (CMMS)**
- **Room buildout solutions**



HEALTHCARE PERFORMANCE PARTNERS

1509 Hunt Club Boulevard • Suite 800. • Gallatin, TN 37067
Phone (615) 265-2002 • Fax (615) 824-6204
www.hpp.bz

Affiliate Company of



The ACCESS Group, LLC
www.tag.bz