



**Six Sigma for Service
Special Interest Group (SIG)**
<http://www.asq509.org/ht/d/sp/i/197/pid/197>

Sponsored by: ASQ Section 509 (MD & DC) and Section 511 (N.VA)

6σ SIG Monthly Meeting

DATE: Wednesday, April 25, 2007

TOPIC: “Understanding Throughput in Healthcare Services”
Maximizing patient care services using Six Sigma methodologies

SPEAKER: Mr. Avery Collins, MHA, RN
Six Sigma Green Belt
Senior Consultant, NOVAD Management Consulting
Former Implementation Consultant for GE Healthcare IT

HOST VENUE: R3i Solutions
4131 University Drive
Fairfax, VA 22030
1st floor, Conference Center #106

TIME: 6-7pm – Networking
7-8pm – Program
8-8:30pm – SIG Business & Announcements

ADMISSION: Please register by emailing your name, title, organization and industry to SixSigmaSIG@asq509.org. Registration is complimentary and ASQ Membership is not required. Pizza and soda refreshments will be provided.

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Additional information on the next page.

Your competitors will be here. Your clients will be here. Shouldn't you be here too?

WHAT:
Description

As Lean Six Sigma in healthcare evolves from Manufacturing into Transactional Services, how can practitioners best apply the methodology to customer satisfaction? One answer is understanding *throughput*. This presentation explores throughput in healthcare services and how we may improve healthcare delivery.

WHO:
Bios

While at GE Healthcare IT, Mr. Collins served as Implementation Consultant on enterprise and departmental information system projects. As Implementation Consultant, Mr. Collins effectively applied Lean Six Sigma methodologies throughout the entire project life cycle - leading business process improvement teams through future state analysis, transition phase and go-live.

Mr. Collins earned his Master of Health Administration from the University of Southern California and his Bachelor of Science in Nursing from California State University, Sacramento. He is a Green Belt from GE.

WHY:
Attend to...

- 1. Be informed**
Information is key, so stay in-the-know about high-relevance and high-impact issues affecting the Six Sigma community.
 - 2. Be connected**
It's *what* you know, but also *who* you know. Network with current and prospective clients, colleagues and competitors.
 - 3. Be resource-full**
Treat others as you'd like to be treated. Count on the SIG's loose network of professionals for resources and be recognized among your peers as a go-to expert.
 - 4. Be wise**
Don't repeat mistakes, benchmark! Share and learn lessons and best-practices from those in the same boat and those who have "been there done that."
 - 5. Be innovative**
Let diverse expert speakers from business and academia challenge and inspire your Six Sigma thinking with a fusion of new ideas and unique perspectives.
 - 6. Be...long**
You are not alone. Meet like-minded professionals equally passionate about their work in an open, friendly atmosphere of learning and professional growth.
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