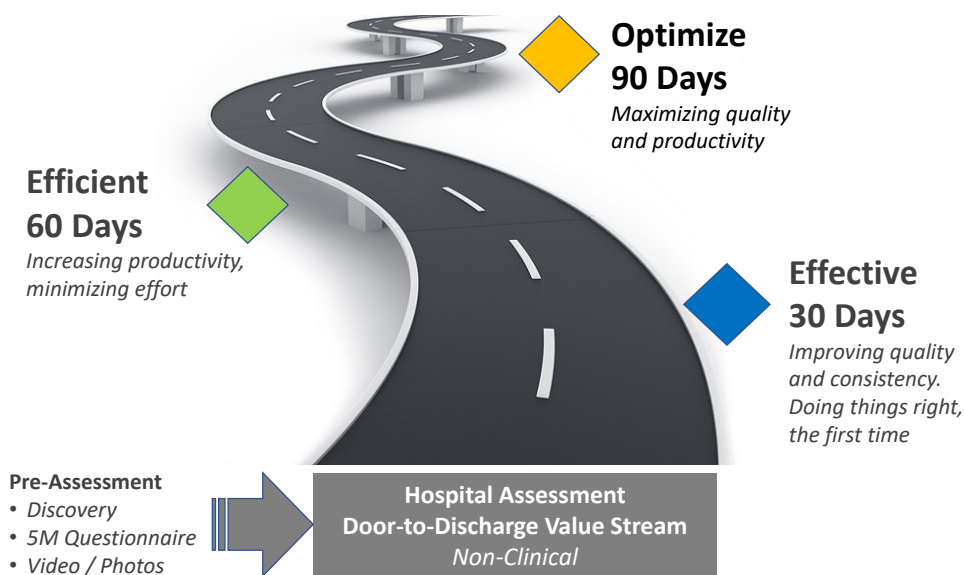


# RAPID HOSPITAL ASSESSMENT Door-to-Discharge with 30-60-90 Day Roadmap



- An effective, rapid and affordable way to identify, quantify and prioritize hospital issues.
- Manageable, measurable, step-by-step approach.
- Emphasis on opportunities with high ROI.

**Fee:** \$7,500 plus travel & expenses

Includes Pre-Assessment, 2-day Walk Through, and Assessment with 30-60-90 Day Roadmap of recommendations.



**Create an Army of Problem Solvers**

Lean Six Sigma Certification Training,  
Critical Thinking, Decision Making Skills



RIVERWOOD  
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Lean Six Sigma Training & Consulting



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## Your Needs

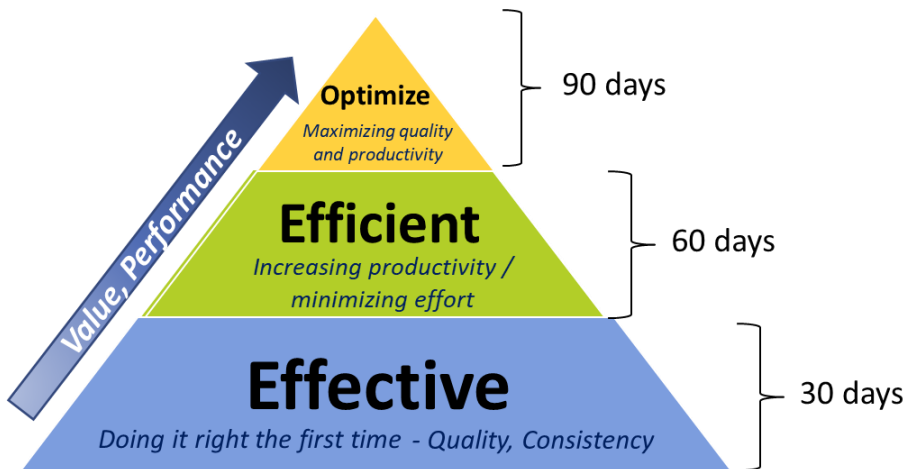
Overwhelmed with too much waste? Frustrated with poor quality and lagging productivity? Where do you start? How do you prioritize?

## Our Approach

A comprehensive, rapid Hospital Assessment that can be completed within 2 days. The scope includes non-clinical Door-to-Discharge Value Stream such as Admissions, Labs / Imaging, Housekeeping, Claims, and Discharge. We'll identify and quantify the gaps and prioritize the opportunities in a 30-60-90 day Operational Excellence Roadmap.

## How it Works

- **Pre-Walk Through:** We conduct a discovery session to understand your major challenges, goals, and focus areas. You help us by completing our 5M Questionnaire (Man, Methods, Machine, Materials, Measurement) and providing short videos / photos of the operation.
- **Hospital Walk Through:** We spend 2 days walking through your hospital starting at Admissions and ending at Discharge. Through observation, Q&A, our Assessment Scorecard, and Value Stream Mapping, we identify and quantify major sources of waste, inconsistencies, gaps and redundancies.
- **Post-Walk Through:** We debrief you with a Current State and 30-60-90 Day Roadmap of recommendations. The Roadmap is prioritized based on Effectiveness, Efficiency and Optimization. We focus on improvements with high ROI (1 day JDIs, 2-3 day Kaizen Events, 3-4 week Process Re-designs).



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Since 2014, Riverwood Associates, LLC has been helping organizations build armies of problem-solvers. Our consultants and trainers are industry practitioners with 25+ years experience in the practical application of Lean Six Sigma methods, tools and techniques. Our immersion-style training programs help learners build problem-solving and critical thinking skills to make better decisions.

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## Peter J. Sherman



**Peter J. Sherman** brings more than 25 years experience leading process improvement programs in manufacturing, service and healthcare.

Peter is a Certified Lean Six Sigma Master Black Belt, an ASQ Certified Quality Engineer, and a ASCM Certified Supply Chain Professional.

From 2010-14, Peter served as Director of Process Excellence for Cbeyond Communications, a publicly-traded, \$500M revenue telecommunications provider based in Atlanta, GA. Previously, Peter was a Master Black Belt with AT&T for 10 years.

Peter began his career in Japan as a visiting M.I.T. Scholar in 1986-87. There he worked with Dr. Edwards Deming, the noted American Quality expert. Peter learned first-hand Japanese quality practices including the Toyota Production System and Kaizen. Later, he served as Lead Instructor of Emory University's Six Sigma Program in Atlanta, GA. Peter has written more than 75 articles on Lean Six Sigma and quality. Peter writes for *ASCM Magazine's* Operational Excellence column. He also serves on ASQ's Expert Answers Panel.

Peter holds a B.S. in Building Construction from the University of Florida, a M.S. in Civil Engineering from the Massachusetts Institute of Technology and an MBA from Georgia State University. Peter is Past Chair of the ASQ Atlanta Section and a member of ASCM.

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