



Seattle Children's  
Hospital  
Continuous  
Performance  
Improvement  
(CPI) Consulting

# CPI SHOWCASE

A compelling, interactive course for professionals seeking to employ improvement methods in healthcare.

Seattle Children's Continuous Performance Improvement (CPI) philosophy is focused on transforming pediatric healthcare delivery. Our successful model applies the methods and scientific rigor of the Toyota Production System (TPS) to our clinical, educational and research programs. This helps to eliminate waste from systems and processes by improving:

- **Quality**
- **Cost**
- **Delivery**
- **Safety**
- **Engagement**



During this innovative, two-day showcase, participants will learn about Seattle Children's CPI efforts while taking part in presentations, interactive discussions and department tours. You will see firsthand how physicians, nurses, residents, administrators and hospital staff are actively engaged in a culture of continuous performance improvement that focuses on our patients and families.

## SAMPLE AGENDA\*

\*A typical day during the CPI Showcase runs 8 a.m. to 4:30 p.m., and may include the following presentations and tours. For information regarding specific workshop agendas, visit [www.seattlechildrens.org/cpiconsulting](http://www.seattlechildrens.org/cpiconsulting).

### Morning

- Welcome and continental breakfast: CPI Consulting
- Seattle Children's CPI Journey: Pat Hagan, President and COO
- The Importance of Flow: value stream managers
- Using CPI to Create a Culture of Safety: physician partners
- Physician engagement panel with lunch

### Afternoon

- CPI monthly report-outs: hospital-wide meeting showcasing results of monthly CPI activities and CPIdeas (employee suggestion program)
- Hospital site tours: hosted by various department leaders and front-line staff, showcasing successful CPI activities
- Creating the Engine of Continuous Improvement: Director, CPI Department
- CPI and Service Quality: Connecting the dots: Vice President, CPI Department
- Creating a Culture of Transformation: Pat Hagan
- Debrief and Q&A: CPI Consulting



## RESULTS AND COST SAVINGS ACHIEVED FROM CPI

After taking this course and applying CPI methods, your organization may realize important improvements, such as the following Seattle Children's results achieved over the last three years:

- TPN medication error rates reduced by 66%
- Hospital-acquired and surgical site infection rates declined by 50%
- Appointment scheduling time reduced 25%
- Fewer emergency department patients leave without being seen at peak times (down from 12.5% to 0.6%)
- Patients remained on ventilators 26% fewer days
- Patients spent 16% less time in the Intensive Care Unit
- \$2.5M reduction in supply costs
- \$20M cost avoidance in design and construction of new ambulatory services building
- 3.7% reduction in direct cost per patient
- \$200M in capital cost avoidance
- Patient and family satisfaction and employee engagement increased

# Background

Founded in 1907, Seattle Children's is known for its pioneering spirit, and today is ranked as one of the best children's hospitals in the country by U.S. News & World Report. Seattle Children's is one of the first medical centers in the nation to apply Toyota Motor Company's respected manufacturing improvement methodology to healthcare.

As an academic institution, Seattle Children's has applied its spirit of inquiry to the development of our CPI program and related educational offerings. Over time, we have received an increasing number of requests from organizations around the country wanting to learn about our CPI philosophy and methodology. The CPI Showcase was established to share examples of our successes and challenges, and to provide interactive learning opportunities for other organizations.

Today, Seattle Children's is committed to using CPI as a transformational approach to delivering the best healthcare to patients and families. This approach is also instrumental to support continuous improvement in quality and safety by eliminating waste in our systems and processes. We can help you learn how to build this approach into your organizational culture.



New visual board on hospital floors helps the clinical team plan and manage patient flow.

*"We offer open, honest discussions about the CPI philosophy and why we believe this approach is important for sustainable change and improvement in healthcare. Our hope is that participants can take home tangible CPI examples and solutions that can be applied in their healthcare organizations."*

- Pat Hagan, president, COO

## What Clients Are Saying...

*"This is the second time five or six people from our organization have come to the CPI Showcase. When I went out on the tours, I saw true engagement with this method. What's been helpful to see is how many people are engaged from the front-lines and throughout the organization."*

- Aisha Ahmed, project manager, Lucile Packard Children's Hospital

*"This course had great examples and very practical advice about the real issues and challenges when applying CPI."*

- LuAnn Sadowski, assistant administrative director, Lab Akron Children's Hospital

## A sample of some of our attendee organizations:

Lucile Packard  
Children's Hospital  
AT STANFORD



MOFFITT  
CANCER CENTER



Sheffield Children's NHS  
NHS Foundation Trust

W UNIVERSITY of WASHINGTON

MEMORIALCARE  
Excellence in Health Care

## We Invite You to Learn More...

Workshop information, dates and registration:

[www.seattlechildrens.org/cpiconsulting](http://www.seattlechildrens.org/cpiconsulting)



Dates: October 15-16, 2009  
March 11-12, 2010  
May 13-14, 2010  
October 14-15, 2010

Location: Seattle Children's Hospital  
Anna Clise Boardroom  
4800 Sand Point Way NE  
Seattle, WA 98105

Contact: [cpishowcase@seattlechildrens.org](mailto:cpishowcase@seattlechildrens.org)  
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*CME credit may be available. Please contact us for details.*

We recommend combining the CPI Showcase course with the Joan Wellman & Associates Lean Leader Training. For more information, visit: [www.joanwellmanassociates.com](http://www.joanwellmanassociates.com)