LEAN thinking is fundamentally transforming the way organizations operate. The LEAN principles of continuous improvement, respect for people, and delivering customer value are making teams and organizations rethink the practices that might have guided them for decades. A new, transformative approach to working requires a transformation in leadership, as well.

Practicing Lean management principles requires a shift in mindset - from that of a supervisor to that of a teacher and coach. Lean leaders must lead gently, by example, ensuring that LEAN principles are being applied with the right goal in mind - to sustainably maximize the delivery of value to the customer.

**September 12, 2019**
DoubleTree Asheville
115 Hendersonville Rd.
Asheville, NC 28803

NCHCFA members $165  *May be invoiced*
Non-members $495  *Must pay in advance online or mail with registration*
Handouts, meeting materials, beverages and lunch included.

About Mark

This session will be presented across the state and facilitated by Mark Gogal, a Human Resources Leader with over 25 years of progressive, global, and diverse human resources experience, practical business partnering expertise, strong organizational and analytical skills, and proven strategic management experience. He has a multi-faceted background in developing and implementing core HR policies/practices to meet the changing business, legal, and labor compliance environment. He has worked in a variety of industries in the public and private sectors including healthcare.

Contact Karen : 
KarenL@NCHCFA.ORG
AGENDA
8:30 am – 9:00 am  Registration
9:00 am – 12:00 pm  Program
12:00 pm – 12:30 pm  Lunch
12:30 pm – 3:30 pm  Program

You will learn and practice the principles, tools, and techniques of LEAN processing for improving the operating performance of your healthcare facility. We will discuss how LEAN processing is a relentless focus on eliminating waste and inefficiencies from all aspects of an organization.

We will identify the powerful benefits of implementing LEAN management principles on your organization’s culture, employee engagement and retention, financial performance, and most importantly on the service and care of your residents.

CANCELATION POLICY
Cancellations must be sent in writing and emailed to KarenL@nchcfa.org. A full refund will be granted for cancellations received by September 9, 2019. All “no shows” and cancellations after September 9, 2019 will be responsible for full registration fee. Substitutes are welcomed.

SPECIAL CONSIDERATIONS
Please e-mail or call Karen Lennon at the Association office at KarenL@nchcfa.org or (919) 782-3827 should you require any special arrangements including special menu considerations, hearing devices, wheelchair access, or if you have any additional questions regarding this program.

CEU INFORMATION
This program offers 5.5 contact hours for nursing home administrators. The North Carolina Health Care Facilities Association is a Registered Sponsor of continuing education with the NC State Board of Examiners for Nursing Home Administrators. Comments regarding the Registered Sponsor Course may be addressed to:

NCBENHA, 3733 National Drive, Suite 110, Raleigh, NC 27612.

NCHCFA will issue a certificate of course completion with 5.5 education contact hours for all other disciplines.
REGISTRATION FORM

NAME OF FACILITY ____________________________________________

NAMES OF REGISTRANTS ________________________________________

________________________________________

________________________________________

FACILITY ADDRESS __________________________________________

FACILITY CITY, STATE, ZIP ____________________________________

EMAIL ADDRESS _____________________________________________

☐ PLEASE INVOICE ME (MEMBERS ONLY)

☐ PLEASE PROCESS CREDIT CARD BELOW

NAME ON CARD ______________________________________________

CARD NUMBER ______________________________________________

CARD EXPIRATION _____________________________________________

CARD SECURITY CODE _________________________________________

AMOUNT APPROVED $ _________________________________________

SIGNATURE OF CARDHOLDER __________________________________

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Visit NCHCFA.ORG to register online and click Lean Thinking Workshop.

Scan & email form to KarenL@NCHCFA.ORG or fax to (919) 787-8418.