

How to measure and improve process of Quality Care, Client/patient Complaint and Dissatisfaction in Healthcare Industry by Applying Agile Lean Six Sigma Methodology

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Abstract

Leveraging Lean plus Six Sigma to get a better overview of our project, process or operation. One of the best things about Lean Six Sigma is the way it pays attention to the small details in the organization's work flow, and how it allows managers, directors and other leaders to get a precise overview of what's going on under the hood. By applying Lean Six Sigma, client dissatisfaction, complaint, and non conformance rate decreased drastically. Before improvement, the rate was approximately 15%, whereas after improvement, the rate was approximately 3.86%. In general, Lean Six Sigma helps healthcare organizations to increase ability to drive revenue, reduce costs, radically boost customer loyalty and engagement, increase competitive strength and provide healthcare organizations with a sustainable competitive advantage.

Keywords

Lean six sigma, quality care, healthcare, patient and client.

Biography

Mr. Hosseinkhanli is Director of Quality Assurance, Performance and Business Improvement Amor Health Services, Inc. in Brownsville Texas USA. He was General Manager of Almanah Trading in Doha Qatar Middle East and responsible for all aspects in creation and implementing of successful growth of new market development and turn-key operation for various products. Mr. Hosseinkhanli was involved with financial negotiation with national and international banking, corporation, private sources and trading organization. Volvo International Development Corporation, Gothenburg Sweden, Marketing Director For The Middle Eastern Countries, UAE, Saudi Arabia, Bahrain, Turkey and Iran. Negotiated and established exclusive franchise agreement and turn-key operation. Did market analysis and feasibility studies for Volvo International in the Middle Eastern countries and increase annual sales in excess of 55%. Chief Industrial Engineer, United Carr, manufacturer of plastic knobs for Automotive Industries, Knoxville Tennessee USA. His education background is: Master of Business Administration from IMMEDE Management Institute in Lausanne Switzerland majoring in financing. Bachelor of Science in Industrial and System Engineering from University of Rhode Island in Kingston Rhode Island USA. Certified Business Analyst from International Profit Association in Buffalo Grove IL USA. Certified Six Sigma Green and Black Belt from Institute of Industrial Engineers. Extra Curriculum Activity: Senior Member of Institute of Industrial Engineers, Senior Member of ASQ and Senior Member of Swedish Method and Time Measurement Language: Fluent in English, Swedish, German, Turkish, Farsi and some Spanish.