

## Fatigue Management

### Objective

Chronic fatigue has been shown to contribute and even cause serious safety and health risks. The good news is that fatigue is a risk factor that everyday lifestyle skills can reduce.

### Who Should Attend

This course is designed for participants who have work demands that require them to work long hours, shift work, and rotating schedules. The course is also applicable for any employee who experiences fatigue.

### Course Content

- How to Recognize When you are Fatigued
- Sleep Tools for Success
  - Quantity to Sleep
  - Quality of Sleep
  - Circadian Rhythm
- Family/Social Life Tools
- Work Challenges
  - Overtime
  - Shift Work
  - Pressure to Perform
- Health and Wellness Tools

Course Length: ½ hour

Fee: \$29



## First Aid/CPR/AED

Prepare your staff with the knowledge and skills necessary to prevent, recognize, and provide basic care for injuries and sudden illnesses until the arrival of emergency medical services personnel. This course covers first aid, adult CPR and AED training. First Aid and CPR training without learning AED skills is also available. Participants who pass a written and hands-on skills exam will receive a completion card from the American Heart Association. Instructors are also BOS Certified to offer First Aid/CPR to health care providers.

### Objective

The course is designed to give individuals in the workplace the knowledge and skills necessary to recognize and provide basic care for breathing emergencies, perform cardiopulmonary resuscitation (CPR), and use an automated external defibrillator (AED) for victims of sudden cardiac arrest. This course is developed in conjunction with the American Heart Association and meets OSHA requirements. Participants will receive a certification card for First Aid and CPR. First aid is valid for three years and CPR for two years.

### Who Should Attend

This course is for emergency response teams, safety personnel, construction workers, supervisors and employees in the workplace, and other individuals who want or need training to be able to perform CPR techniques and administer emergency First Aid.

### Course Content

- The chain of survival
- Heart and lung structure and function
- Heart disease, stroke
- Demonstration and practice of adult one rescuer CPR
- Demonstration and practice of managing an adult choking victim both conscious and unconscious

Course length: 1 day

CEU credits: 0.8

Fee: \$149



## Health Promotion Programs

### Objective

ROI – “Return on Investment” is always a question when evaluating new programs for the workplace. We can show you how Worksite Wellness programming reduces absenteeism, reduces health care costs, increases job satisfaction and can be used as a recruiting tool.

### Who Should Attend

This course is ideal for human resources employees, managers and supervisors.

### Course Content

We offer a wide range of Health Promotion topics for your worksite. Such as:

- Health Fairs
- Establishing a Wellness Committee
- HRA “Health Risk Assessment”
- Diabetes Prevention 16-week program
- Smoking cessation
- Healthy meetings and Vending Machines
- Weight loss
- Worksite Fitness Challenges
- Wellness Newsletter
- Establishing wellness policies

Course length: ½ day

CEU credits: 0.4

Fee: \$129



## Hospital System Failure Mode and Effects Analysis (Design and Process FMEA)

### Provided by ASQ

This two-day FMEA course is designed to provide participants with knowledge and tools to effectively assist in the development of a FMEA as outlined in JCAHO's risk analysis requirement. As a management tool, the FMEA can reduce errors and sentinel events by prioritizing high-risk departments or components in a hospital or medical treatment facility. The course features lecture and interactive workshops to reinforce the concepts.

This course is designed to meet the newest risk management requirements from JCAHO. The lecture and workshop is a hands-on session demonstrating the development of a system Failure Mode and Effects Analysis (FMEA). Participants will learn how a system FMEA is structured to identify which processes need improvement. Software will be used to assist students in organizing and developing a system FMEA.

### Objective

- Understand the meaning of the JCAHO standard on risk management
- Develop a process model approach to mapping healthcare delivery
- Define failure points in a process
- Estimate the potential impact of each failure point's effect
- Calculate total impact of potential failure point
- Create action plan to reduce or eliminate failure points according to potential impacts
- Understand the principle of continuous improvement

### Who Should Attend

This course is for hospital and medical facility middle and upper management personnel, compliance personnel, physicians, administrators, nurses, clinicians, rehabilitation and other professionals who will be involved in developing an organization's or department's system for using the FMEA technique.

### Course Content

- Introduction to system and process FMEA
- Basic background
- Constructing a system FMEA
- Workshop projects
- Develop a process FMEA tool
- Workshop projects

**Course length: 2 days**

**Fee: \$6571 for 6-10 attendees**

**Minimum attendees: 6**

\*Travel expense for the ASQ Instructor is additional

## Lean Six Sigma for Healthcare Executives

### Provided by ASQ

Has your organization attempted to reduce costs but only realized short-term results? Have patient care and ED throughput and capacity constraints become serious issues for your hospital? Using Lean Six Sigma, it is possible to significantly bring and keep costs down and improve patient care, throughput and capacity (including ED, surgery, discharge time of day) by 5 to 15 percent. Lean Six Sigma is an innovative approach to reducing costs and optimizing throughput while maintaining or enhancing quality through the systematic removal of process waste and delays. Using real-life case studies, you'll learn about various cost reduction methods and how staff core competencies and organizational resources affect cost reduction. As a result of this program, you will be able to develop and implement a tailored action plan to quickly reduce your costs and sustain those reductions while improving quality and reducing medical errors.

- Research from other industries and leading healthcare systems that highlights techniques for reducing process waste and converting error reduction and waste into productivity gains.
- The 100-Day Workout method, a rapid-cycle, robust management method for implementing aggressive cost reduction and Lean Six Sigma's DMAIC method.
- "Good to Great in Healthcare" research, a study of more than 200 healthcare organizations updated annually, resulting in analysis of low-cost performers compared to high-cost performers and illustrating practices for quantum improvement.
- A case study that uses comparative data to set stretch goals and project targets for clinical, operations, and supply chain.

### Objective

- Seven key concepts of aggressive cost reduction.
- Ten practices for initiating rapid cost position improvement identified in the "Good to Great in Healthcare" research.
- The relationship between medical errors, process waste, waits and delays, and lost productivity and cost recovery.
- The seven types of waste and eight proven techniques to remove waste, optimize throughput and recover associated costs.

- How to formulate three- to five-year strategic process goals for both waste removal and cost recovery (the strategic "Magic Moment" spreadsheet).
- Research from other industries and leading healthcare systems that highlights techniques for reducing process waste and converting error reduction and waste into productivity gains.
- The 100-Day Workout method, a rapid-cycle, robust management method for implementing aggressive cost reduction and Lean Six Sigma's DMAIC method.
- "Good to Great in Healthcare" research, a study of low-cost performers compared to high-cost performers, illustrating practices for quantum improvement.
- A case study that uses comparative data to set stretch goals and project targets for clinical, operations and supply chain.

### Who Should Attend

This course was designed for medical directors, CEO's, CFO's, directors of nursing, risk managers and quality assurance directors, and other senior-level executives, including nurse executives, physician leaders, and management teams. In addition to healthcare senior leaders, this program is a "must-attend" for healthcare quality professionals who desire to understand how to coach senior leaders in their roles as key strategists.

### Course Content

- Aggressive cost reduction phases
- Set cost and productivity benchmarks
- Translate cost benchmarks
- Deploy disciplined methodology
- Increase organizational capacity for quantum improvement
- Transform belief system toward Lean-Six Sigma

**Course length: 2 days**

**Fee: \$7759**

**Minimum attendees: 6**

\*Travel expense for the ASQ Instructor is additional

## Medical Response to Weapons of Mass Destruction

### Overview

This course is designed to address the medical issues involved in preparing for catastrophic WMD-related medical incidents. It focuses on a systems approach and identifies the types of resources that can assist in the medical response. It addresses a range of issues from preplanning through patient care to handling mass fatalities.

### Objective

The overall goal of this training program is to identify basic strategies for the medical response to a WMD event that build upon existing medical doctrine while addressing the unique considerations of the terrorism environment.

### Who Should Attend

EMS responders, Incident Commanders, and medical personnel involved in an initial response to a Weapon of Mass Destruction (WMD) event. In addition, any personnel who may be employed in the initial response or First Responders and Public Health can benefit from this course.

### Course Content

- Application and integration of National Incident Management System (NIMS), Incident Command System (ICS), and the National Response Plan (NRP) to the medical system
- Specialized medical and rescue resources, including the National Disaster Management System (NDMS), Disaster Medical Assistance Team (DMAT), and Federal Urban Search and Rescue Team (USAR)
- “Mainstays of patient care” at a WMD event
- Clinical effects and symptoms of various types of WMD agents
- Basic Life Support (BLS) and Advanced Life Support (ALS) medical interventions overview for various types of WMDs
- Tactics used to respond to WMD events
- Planning and responding to events involving mass fatalities

Course length: 2 days

CEU credits: 1.6

Fee: \$439

\*Price includes Course materials, morning refreshments, box lunch and afternoon refreshments



## Planning Considerations for Weapons of Mass Destruction Incidents

### Overview

This training program is designed to provide a “toolbox” of concepts for plan development. The course curriculum is balanced between theoretical concepts and practical applications of the tools presented, focusing on a product-oriented team approach to the planning process. As students participate in group planning activities, they will be able to apply the information and techniques presented in class to facilitate an enhanced awareness of team dynamics in the planning process.

### Objective

The goal of this training program is to provide participants with information, guides, and a process to facilitate development of a WMD incident management plan for their community, incident action planning during an event, and tabletop exercises to help implement the plans.

### Who Should Attend

First responders, executive officials, disaster assistance organizations, incident commanders, and hazardous materials personnel. The following can benefit from this course as well: military members, private sector organizations, emergency operations planners, managers and staff, emergency communications officers, and public health technical and management personnel. Local jurisdictions are encouraged to send a team of eight to twelve individuals representing a cross section of departments and agencies to attend as a group.

### Course Content

- Terrorism overview
- The planning process
- Local & regional hazard and vulnerability analysis
- Emergency Operations Plan (EOP)
- Functional annexes, hazard specific appendices, and implementing instructions
- Terrorism incident annex within the EOP
- Tabletop exercise development
- Incident action plan (IAP)

Course length: 2 days

CEU credits: 1.6

Fee: \$439



\*Prices include Course material, morning refreshments, box lunch and afternoon refreshments

“Pueblo Community College has been very active in the safety community through their involvement with the Pueblo Safety & Health Promotion Council and their OSHA alliance agreement. We have been working with Pueblo Community College for several years and see them as a valuable member of the community and a key partner in raising safety awareness.”

JOHN KONCILJA  
Pueblo Safety & Health  
Promotions Council

## Pre-shift Exercises

### Objective

Never underestimate the benefits of stretching before work. Whether your hands are on the keyboard, lifting freight, working machinery or what ever else your job might entail. Stretching will improve your performance and safeguard good health. Through pre-shift exercise programs, many organizations are able to reduce their sprain and strain injury rate by up to 75%.

### Who Should Attend

This program is designed for all employees.

### Courses Content

- Learn the stretches for the 4 target areas
  - Head & neck
  - Hands & wrists
  - Lower back
  - Shoulders & chest
- Strengthen the core where all movement is initiated and stabilized
- Learn the keys to make stretching a habit, and prevent worksite injuries

Course Length: 2 hours

CEU credits: 0.2

Fee: \$59



## Six Sigma Green Belt Training – Healthcare

### Provided by ASQ

Green Belts play a vital role within a Six Sigma initiative as they learn to build on the Black Belt's efforts of data collection and analysis, process mapping and design of experiments—many times even leading their own improvement projects. This program has a strong focus on project planning, FMEA, profitability, process mapping, statistical process control, hypothesis testing, and mistake proofing, as well as an overview of the primary Six Sigma tools.

As an ASQ Green Belt you will learn how to use many of the proven Six Sigma problem-solving and statistical tools to contribute to the success of your organization. Green Belt training is a two week session of rigorous and applied training conducted over a two-month period. Are you ready to take the course? The [Green Belt Statistical Self-Assessment](#) can help you determine your statistical skill level.

**Each student must bring to the first session a management-approved Green Belt project.** For more details on project selection, please contact your ASQ Six Sigma Specialist.

### Prerequisites

- Intermediate-level familiarity with laptop computers
- Basic college-level algebra (helpful for statistics applications)
- Management-approved business improvement project that will provide a bottom-line business improvement to the organization by \$5,000 or greater. Project must be brought to the “first” session. For more details on project selection, please contact your ASQ Six Sigma Sales specialist
- Laptop computers are required. Participants must provide own laptop computers with the following minimum requirements:

### Hardware

- Processor: Pentium® III or higher processor • Hard Disk Space: 3 GB minimum • Memory (RAM): 128 MB minimum; 256 MB recommended • CD-ROM Drive: 10X or higher • Display with 1024 x 768 pixel or higher resolution

## Six Sigma Green Belt Training – Healthcare continued

### Software

- Microsoft Windows® 98/2000/NT/ME/XP • Microsoft Office® 98 or higher • Minitab® 15 Statistical Software (required and must be provided by the registrant) • Adobe Reader 5.0 or higher

### Course Materials (provided by ASQ)

Investment in the ASQ Six Sigma Green Belt program includes 10 days of classroom training by a skilled and highly experienced Master Black Belt instructor.

### Participants receive:

- ASQ's Six Sigma Green Belt Training CD-ROM (contains both weeks of training in Adobe Reader format plus all electronic exercise worksheets and reference material)
- A copy of *Sailing Through Six Sigma* book
- Printed course manuals for both weeks
- Continental Breakfast each day of training
- Lunch on Monday-Thursday.

### GREEN BELT PROJECT

Each student must bring to “first” session a management approved green belt project. For more details on project selection, please contact your ASQ Six Sigma Specialist

### Course Content

#### Session – Measure and Analyze

- Six Sigma Overview
- Rolled throughput yield
- Process Mapping
- Failure mode and effects analysis
- Probability
- Introduction to statistics
- Confidence intervals
- Basic tools
- Measurement system analysis (gage R&R)
- Hypothesis testing
- Project planning

#### Session Two – Improve and control

- Correlation and regression
- Analysis of variance
- Introduction to design of experiments
- Randomized blocks
- Full factorial experiments
- Statistical process control
- Control planning and application
- Mistake proofing
- Project planning

Course length: 8 days

Fee: \$28,854 for 6 – 10 attendees

Minimum attendees: 6

\*Travel expense for the ASQ Instructor is additional

## Statistical Process Control for Health Care

Statisticians are very familiar with the concepts of measurement and statistical process control (SPC), and have been applying them in industry for years. However, measurement and SPC have not been extensively applied in the health care setting. In today's world of rising health care costs the health care industry is in need of reform. Real health care reform must have quality improvement as its foundation. Comprehensive, systematic quality improvement can only be made using sound methods of measurement and statistical analysis. Develop the foundation for important statistical concepts by analyzing a variety of real world data sets; learn how to match the appropriate statistical tool to your own applications and how to correctly interpret statistical output to quickly reveal problems with a process or to show evidence of an improvement.

### Objective

The objective of this course is to provide the attendees with a variety of statistical process control (SPC) tools for various health care applications and to enhance the learning process through direct steps, practical problems, and solutions. This course focuses on how to use SPC for process control

### Who Should Attend

Quality managers, quality team leaders/facilitators, consultants, risk managers, any manager or officer who want to enhance their knowledge of SPC methods in the health care setting.

### Course Content

- Choosing key processes for improvement
- Understanding variation and its importance
- Preparing to collect data
- Introduction to statistical process control
- Using run and control charts to analyze process variation
- Applying statistical thinking to health care processes
- Developing improvement strategies

Course length: 2 days

CEU credits: 1.6

Fee: \$439

## WMD Crime Scene Awareness for First Responders

This course is intended to provide the first responder with the knowledge necessary to conduct response operations while maintaining the integrity of a WMD crime scene. The ability to recognize and preserve evidence is crucial to ensuring a successful prosecution; therefore, it is the responsibility of all first responders to implement procedures to protect potential evidence and minimize disturbing the crime scene in order not to jeopardize a successful prosecution.

### Objective

The overall goal of this training program is to demonstrate an understanding of the issues involved in recognizing, protecting, and preserving evidence generated by a Weapon of Mass Destruction (WMD) event for successful prosecution.

### Who Should Attend

All response personnel, including: emergency management, emergency medical services, fire service, government administration, hazardous materials, healthcare, law enforcement, public health, public safety, and public works.

### Course Content

- Typical WMD (Chemical, Biological, Radiological, Nuclear, and Explosive—CBRNE) agents
- Hazards and risks at a WMD crime scene
- Personal Protection Equipment (PPE)
- Management of a WMD crime scene, including National Incident Management System (NIMS), ICS (Incident Command System), and the National Response Plan (NRP)
- Roles and responsibilities of first responders and the Federal Bureau of Investigation (FBI) at a WMD crime scene
- Recognizing, identifying, and preserving evidence
- Maintaining the integrity of evidence at a WMD crime scene

Course Length: 1 day

CEU credits: 0.8

Fee: \$129

\*Price includes Course material, morning refreshments, box lunch and afternoon refreshments

