

Performance Excellence Innovation Academy

Paul Feltz, Senior Director, Performance
Excellence | Dignity Health

May 21, 2015



Dignity Health[™]

Master Black Belt Webinar
Series Sponsored by:



MBB Webcast Sponsor: MoreSteam.com

- Founded in 2000
- Trained 470,000+ Lean Six Sigma professionals
- Served over 2,000 corporate customers (including 50+% of the F500)
- First firm to offer the complete Black Belt curriculum online
- Courses reviewed and approved by ASQ and PMI
- Academic Partnerships with Ohio State University, Notre Dame, Cal Poly and George Washington University

Select Customers:



Today's Program

- Welcome
- Introduction of MBB Webcast Series
 - Ellen Milnes, MoreSteam.com
- Speaker:
 - Paul Feltz, Dignity Health
- Open Discussion and Questions



Who I Am

Paul Feltz

- Senior Director, Performance Excellence at Dignity Health
- MBA in HR & OD
- THE Ohio State University grad
- Surfer!



“We are the music
makers, and we are the
dreamers of dreams”



Who We Are

- Founded in 1986 and headquartered in San Francisco.
- Fifth largest hospital provider in the nation and the largest hospital system in California.
- A family of more than 60,000 caregivers and staff delivering excellent care to diverse communities across Arizona, California and Nevada.
- We are dedicated to delivering high-quality, affordable health care services in a compassionate environment that meets each patient's physical, mental and spiritual needs.

Early origins

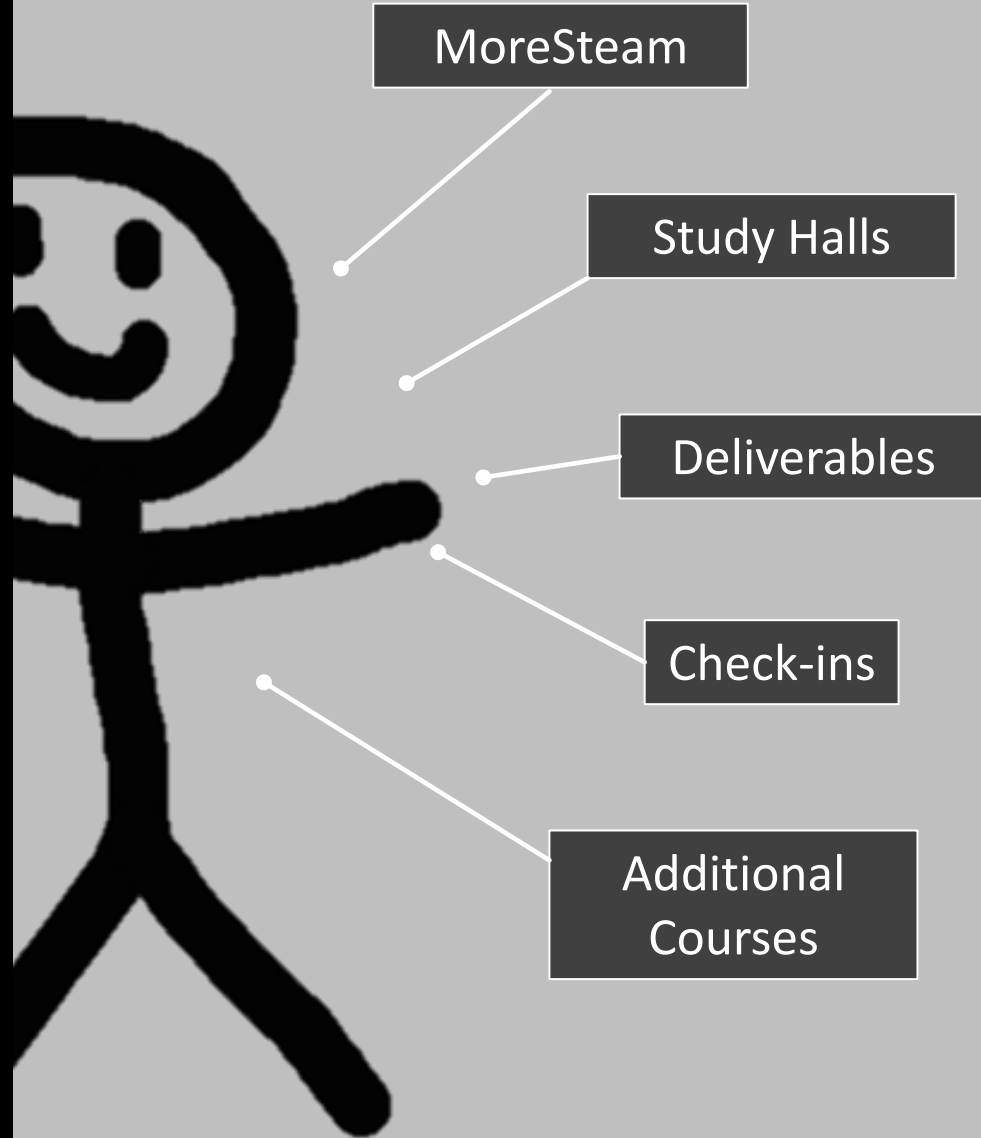




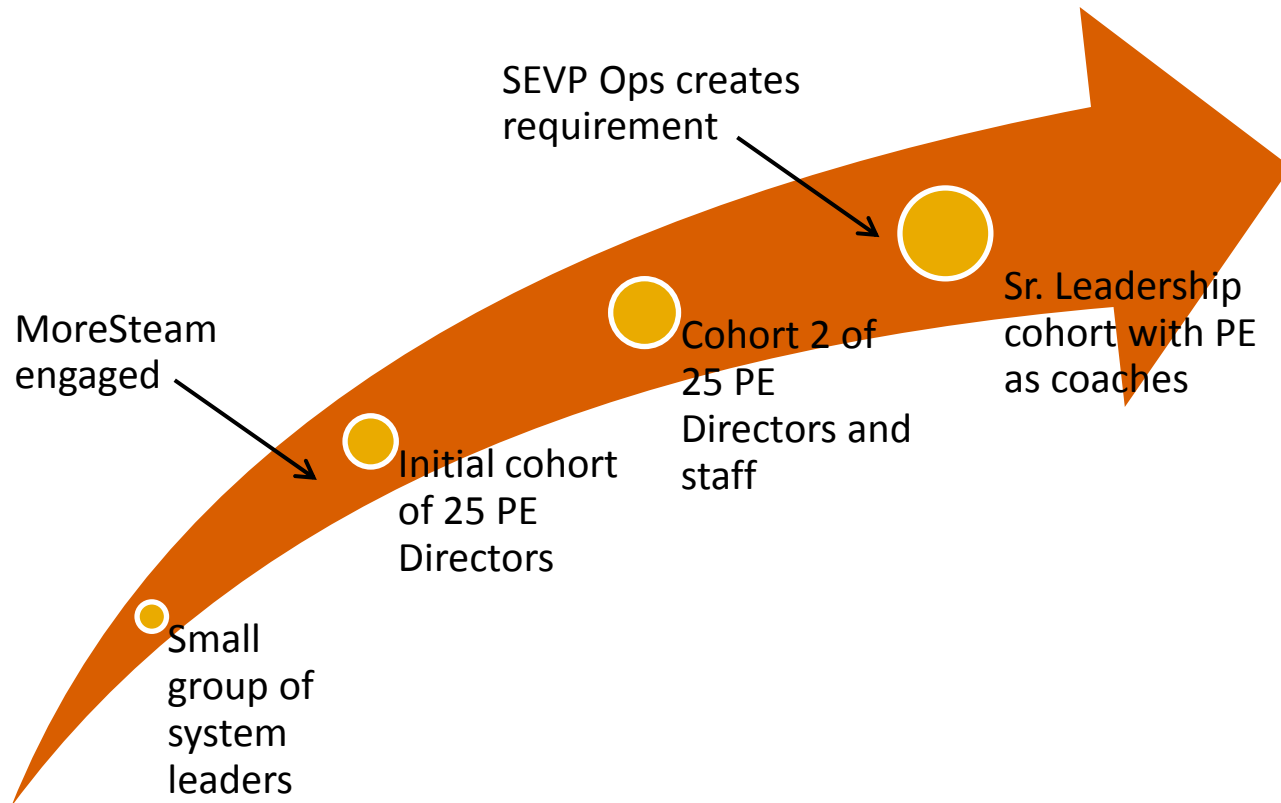
MoreSteam



We need **more** than the
on-line learning tool



Building momentum





How do you get it to stick?



What are the takeaways?

- Phased approach – manageable numbers
- Need for courses to augment on-line learning
- Coach check-ins with deliverables

Some key outcomes

- Created confidence in analytics and methodology
- Gained senior leadership support
- Led to accepted methodology for improvement



Thank you!

Questions

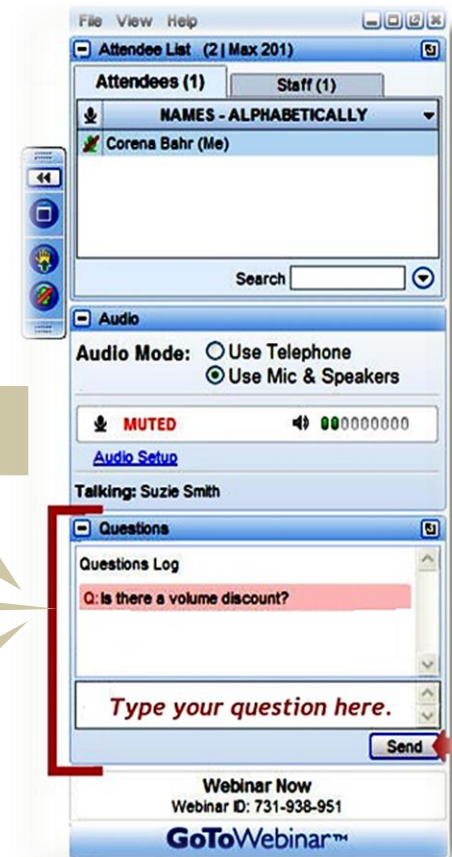


Paul Feltz

How have you handled

Have you ever encountered

Would you explain more how you've approached



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- **MBB** training/certification offered in partnership with Fisher College of Business at The Ohio State University
- Full suite of online Lean Six Sigma [courses](#), [data analysis](#), [project management](#), and [simulation tools](#)
- [Free resources](#), e.g. tutorials, articles, on-demand webcasts



Thank you for joining us

Questions? Comments about today's program?



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***Watch for upcoming programs
in our MBB Webinar Series!***

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