

Department of Industrial, Systems, and Manufacturing Engineering

Seminar Presentation

Mrs. Susan Hastings

Systems Redesign Coordinator, Robert J. Dole VA Medical Center

Title: Applying Lean Principles to Healthcare

Date: Friday – May 3, 2019

Time: 11:00 am – 12:00 noon

Location: Engineering Building (EB) Room 211

Abstract

The Department of Veterans Affairs is divided into three branches: Veterans Benefits Administration, Veterans Health Administration, and National Cemetery Administration. The Veterans Health Administration at the Robert J. Dole VAMC in Wichita Kansas has made a large investment in the Systems Redesign department. This department integrates industrial engineering principles and Lean manufacturing methodology into how the facility delivers healthcare to Veterans. The Systems Redesign department is charged with innovating, improving and streamlining processes to deliver healthcare

Speaker Biography



Susan Hastings is a native Kansan that started her career working as a Student trainee at the Strategic Weapons Facility Pacific at Submarine Base Bangor in Silverdale, Washington. While not an official IE, she has had the benefit of extensive amounts of training through partnerships with Northrup Grumman and Lockheed Martin to include ISO 9000 implementation, Kepner-Tregoe, Lean, and Six Sigma. She is a SQL programmer and is Microsoft Certified in everything on the Gold disk as well as MS SharePoint, VISIO and Project.

As the Systems Redesign Coordinator at the Wichita VA Medical center, Susan applies her passion for process improvement daily through Lean improvement projects throughout her facility and hospital network.