

Post-lesson quiz for credit



To validate the lesson and quiz and receive the certificate of completion with one-half contact hours of credit, detach and complete the quiz and submittal form, then return both with payment to AHE (formerly ASHES) Continuing Education, 155 N. Wacker Drive, Suite 400, Chicago, IL 60606.

1. Which is not one of the eight inefficiencies in health care?

- a. Overproduction.
- b. Waiting.
- c. Customer service.
- d. Excessive processing.

2. Lean tools focus on:

- a. Eliminating staff positions.
- b. Driving inefficiencies from the process.
- c. Making sure employees have the right tools to do their jobs.
- d. Making the process faster.

3. Lean methodology will not affect culture.

- a. True.
- b. False.

4. How many tools are available in the Lean arsenal?

- a. More than 100.
- b. 20.
- c. Nearly 30.
- d. About 2.

5. What is the first step when implementing Lean?

- a. Training staff on the tools.
- b. Deciding which processes to improve.
- c. Developing a clear, concise organizational strategic plan.

6. Which is not one of the steps in the five S's?

- a. Standardize.
- b. Sort.
- c. Sustain.
- d. Streamline.

7. CEO and other executive member buy-in is:

- a. Critical to successful Lean implementation.
- b. Convenient, but not essential.
- c. Not necessary.

8. Lean methodology requires:

- a. Executive support.
- b. Planning, training, communication and implementation.
- c. Frontline participation.
- d. All of the above.

9. Value stream mapping can be done from memory.

- a. True.
- b. False.

10. Lean methodology can improve patient, staff and physician satisfaction.

- a. True.
- b. False.

» How to earn CPE credits

This self-study series is presented by the Association for the Healthcare Environment (AHE), formerly the American Society for Healthcare Environmental Services, of the American Hospital Association for the purpose of its members earning continuing professional education (CPE) credit. AHE's mission is to lead, represent



and serve its members by promoting excellence, best practices, innovation and leadership through advocacy, education and certification.

CPE credits may be used toward maintenance of the Certified Healthcare Environmental Services Professional (CHESP) certification and/or to validate and document in-service training for staff personnel files. One-half contact hour is awarded by AHE for this and other offerings. Participants may have up to two attempts to attain a passing score of 70 percent on the post-lesson quiz. In accordance with CHESP requirements, those renewing certification must earn 45 contact hours of continuing education in a three-year period.

Participants must read the self-study lesson in this issue of *Health Facilities Management* and complete the post-lesson quiz. The quiz should be graded by the supervisor, validated, retained and filed by both parties along with the certificate of completion received by AHE. ■

Submittal form: Please print or type

I have enclosed the scoring and administrative fee of \$15. (Please make checks payable to AHE. Refunds cannot be provided.)

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