

1. Why should I consider applying for the CPEL program?

- The healthcare landscape is rapidly changing
- The way we have always done things will not necessarily always work for the future
- CPEL offers an opportunity for leaders to learn how to deploy LEAN thinking to achieve long-term, cultural transformation
- Successfully completing the CPEL program allows participants to realize outstanding improvements in areas such as service delivery, quality, safety, and finance

2. What does the CPEL program entail?

- The CPEL program consists of 5 content sessions over the course of a 6-month period of time
- Participants attend sessions and then apply the concepts learned in sessions by leading a meaningful process improvement project
- CPEL combines three critical areas of process management for success:
 - Lean management philosophy
 - Complete a Value Stream Analysis (VSA)
 - Complete a Rapid Improvement Event (RIE)
 - Data management
 - Queuing and Demand
 - Run Charts
 - Basic Statistical Process Control Charts (SPC)
 - Project management
 - Utilizes Project Management Institute (PMI) framework
- Participants are required to demonstrate improvement results in a final project presentation to a panel of CPEL alumni for a presentation score
- The final presentation score combined with a final exam score contribute to passing status

3. How can I get into the CPEL program?

- If you haven't already, attend the Lean Novice course and Lean Advanced course which can be scheduled through health streams (equivalent Lean classes can be applied in substitute)
- Work with an executive sponsor to identify a process that needs improvement (preferably one that you are already assigned to complete and that is linked with strategy)
- Complete an application and submit it to Chris.Luckett@ketteringhealth.org

4. Are CMEs offered?

- Yes, CMEs are offered for each session attended

5. How much time does it take to complete the CPEL program?

- Each of the 5 sessions is about an 8 hour day
- CPEL graduates have stated they could spend anywhere from 2-8 hours per week working on the project in between sessions (varies based on week's activity)

6. What support is available throughout the CPEL program?

- Each participant will be coached by a member of the Process Excellence team
- In addition, each participant is paired with a CPEL alumni that offers additional coaching and mentoring
- Participants are asked to identify an executive sponsor and a governance group to help steer and guide the course of the project work