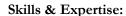


Tracy Hines Adjunct Lean and Six Sigma for Healthcare Specialist

Tracy is an improvement trainer, mentor and coach. She is also an advocate for patient-driven care and frontline staff engagement. Tracy has been the Director of Process Improvement for a rural healthcare provider in North Central Minnesota since July, 2009. As Director of Process Improvement, Tracy is responsible for the organizational approach to continuous improvement. Tracy holds a Master of Healthcare Administration from the University of Minnesota and she is trained as a Black Belt in Lean/Six Sigma. She received her Bachelors of Science from Minnesota State University Moorhead. Additionally, she holds a Minnesota license as a Nursing Home Administrator and is an active member of the American College of Healthcare Executives (ACHE).



Tracy has expertise in Lean and Six Sigma, with specific application in healthcare. She is skilled in overall continuous improvement strategy as well as tactical implementation. She is a trainer and coach for teams and team members. Tracy has successfully applied lean thinking to almost every department at the rural healthcare provider she is employed with and continues on the improvement culture change journey. Specific areas of expertise include:

- Lean Six Sigma for healthcare
- Strategic organizational strategy
- Organizational approach to continuous improvement
- Strategic measurement and scorecard evaluation
- Change management
- Interdisciplinary team facilitation
- Systems and process thinking
- Innovation
- Utilizing technology for process improvement

Specialty:

Tracy is passionate about patient-driven care processes and optimizing value for the customer. She eagerly challenges the status quo and looks to help teams ask "why are we doing things this way?" Her flexible and adaptive training style allows for the best solutions for each team or organization. She engages the staff who actually do the work and she challenges their thinking in a thought-provoking manner that leads to a reduction in waste and optimized value for the customer.





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