



# A letter from Director, Beth Fingado

May 2020

To our Professional Community,

COVID-19 has been changing everything about life and work as we know it—for those of you feeling the negative impacts of this pandemic, my heart is with you.

Our mission at the Denver Health Lean Academy has always been **to create a community of problem solvers working on the right problems, everywhere, to advance healthcare**—and, right now, the problem is COVID-19. During quarantine, the Denver Health Lean Academy (DHLA) team has been focusing on protecting and supporting our families, our colleagues, our customers, and our leaders who are running Denver Health's Incident Command Center. Lean facilitators have supported numerous rapid improvement cycles which helped Leaders activate new ICU units, create a new staffing office, and implement a rapid hiring process with a quasi-virtual new employee orientation.

Our commitment has always been **to support customers with the Lean principles and tools they need to be successful on their Lean journey**; however, in this season, we have been challenged to provide our customers with the continuity of learning that they have come to rely upon. While we have been unable to offer in-person courses at this time, we will be back to running our full menu of courses just as soon as we can safely do so. Until then, the DHLA team has been diligently working behind the scenes to find innovative ways to deliver quality Lean learning to our customers. **We are excited to notify you that we will be implementing a number of new, customer-friendly services soon, so stay tuned!**

The Denver Health Lean Academy is here to support you during these unprecedented times. Our team of Lean practitioners are available to support your Lean journey and improvement work through **remote Lean coaching**. We are also posting Lean tools and content on our [LinkedIn page](#) to stay engaged with our customers—please join the conversation.

Above all, stay safe and healthy.

Beth

To find out more about cost and our Lean Academy Faculty's availability to facilitate and coach remotely, please contact us. ☎ 855-888-5326 ✉ [leanacademy@dhha.org](mailto:leanacademy@dhha.org)