



Defense Health Agency J-7 Continuing Education Program Office

DHA Lean Leader – 2026

Other/Blended Learning, May 29, 2026 – December 31, 2026

Continuing Education (CE)/Continuing Medical Education (CME) Information

This CE/CME activity is accredited by the DHA J-7 Continuing Education Program Office (CEPO). This activity provides continuing education for physicians, nurses, physician associates/physician assistants, social workers, psychologists, dentists, dental hygienists, dental technicians, certified counselors, and healthcare executives across the Military Health System (MHS). A certificate of attendance is available for other attendees.

DHA Lean Leader (29.25 clock hours)

Course Description: This training course provides an in-depth study of the 8-step Practical Problem Solving (PPS) method and the A3. Students will learn and be able to demonstrate how to apply Lean to a practical exercise through the 8 steps. Skills learned during this course are critical to building a culture of Continuous Process Improvement (CPI).

Learning Objectives:

1. Summarize the six principles of Lean, the origins of A3, and the concepts of 8-Step Practical Problem Solving (PPS) and their application to service industries.
2. Demonstrate basic concepts of Lean during a practical exercise.
3. Examine roles and responsibilities in planning a Lean project and the basics of change management.
4. Illustrate the steps for gathering Voice of the Customer (VOC) and Voice of the Business (VOB) and explain their importance.
5. Differentiate approaches to process mapping, facilitation basics, and the development of process mapping skills to reduce waste.
6. Contrast traditional processes with Lean process methodologies.
7. Interpret the relationship between Process Cycle Time (PCT), Process Lead Time (PLT), Work in Process (WIP), and Exit Rate/Throughput.
8. Select appropriate measures and justify why they are important.
9. Construct plans to collect, test, refine data collection procedures, and implement data collection plans.
10. Utilize basic measurement techniques, including measures of central tendency and variation, to evaluate process data.
11. Distinguish between efficiency and effectiveness and calculate Sigma Quality Level (SQL).
12. Outline the importance and tools used in everyday improvement, including Quick Wins and the 5Ss.
13. Practice everyday improvement tools and techniques during a practical exercise (PE).
14. Formulate and prioritize ideas to identify root causes and develop countermeasures and potential solutions to improve processes.
15. Evaluate approaches for process streamlining, identify time traps and constraints using Takt rate analysis, and explain concepts of process balancing.
16. Develop and implement a process supported by a Process Balancing Model to improve Non-Value Add-Required (NVA) and Customer Value Add (CVA) times.
17. Explain "Just-in-Time" principles of generic pull systems, benefits of Work in Process (WIP), how WIP is calculated, and the purpose of Safety Stock and related estimation information.
18. Assess the costs of poor quality, the value of, and the various tools used in Mistake Proofing to improve quality, speed, and cost.
19. Organize action planning and communication planning and apply Pilot Planning to a Lean project.
20. Define Standardization and Standard Work, including how to create Standardization and develop Standard Work.
21. Implement concepts of Control Plans in process improvement projects using different types of visual control tools.

Faculty:

DHA Lean Leader Training Faculty. Presenters have no relevant financial or non-financial relationship(s) relating to the course content or with ineligible companies to disclose.

Disclosures:

DHA J-7 staff, planners, authors, faculty, and content reviewers for this educational activity have no relevant financial or non-financial relationship(s) with ineligible companies to disclose.

Interprofessional Continuing Education (IPCE)

In support of improving patient care, DHA J-7 CEPO is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team. This activity was planned by and for the healthcare team, and learners will receive 29.25 Interprofessional Continuing Education (IPCE) credit for learning and change.

Physicians (ACCME)

DHA J-7 CEPO is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. DHA J-7 CEPO designated this other activity for a maximum of 29.25 *AMA PRA Category 1 Credit™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurses (ANCC)

DHA J-7 CEPO is accredited by the Joint Accreditation/Interprofessional Continuing Education (IPCE) to provide this Continuing Nursing Education other activity for a maximum of 29.25 ANCC contact hours. Nurses should only claim credit commensurate with the extent of their participation in the activity.

Physician Associates/Physician Assistants (AAPA) – Live

DHA J-7 CEPO has been authorized by the American Academy of Physician Associates (AAPA) to award AAPA Category 1 CME credit for activities planned in accordance with AAPA CME Criteria. This activity is designated for 29.25 AAPA Category 1 CME credits. PAs should only claim credit commensurate with the extent of their participation.

Social Workers (ASWB)

As a Jointly Accredited Organization, DHA J-7 CEPO is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. Regulatory boards are the final authority on courses accepted for continuing education credit. Social workers completing this course receive 29.25 general continuing education credits.

Psychologists (APA)



Continuing Education (CE) credits for psychologists are provided through the co-sponsorship of the American Psychological Association (APA) Office of Continuing Education in Psychology (CEP). The APA CEP Office maintains responsibility for the content of the program. Participants earned 29.25 credits for attending this activity.

Dentists and Allied Dental Staff (ADA CERP)



DHA J-7 CEPO is an ADA CERP Recognized Provider. ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education (CDE). ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry. Concerns or complaints about a CE provider may be directed to the provider or to the Commission for Continuing Education Provider Recognition at ADA.org/CERP.

DHA J-7 CEPO designates this activity for 29.25 continuing education credits.

ACCME Non-Physician CME Credit

DHA J-7 CEPO is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing education. ACCME Non-Physician CME Credit providers will be provided a certificate of participation for educational activities certified for *AMA PRA Category 1 Credit™*. ACCME Non-Physician CME Credit providers may receive a maximum of 29.25 hours for completing this other activity.

Healthcare Executives (ACHE)

By attending this program offered by DHA J-7 CEPO, participants may earn up to 29.25 American College of Healthcare Executives (ACHE) Qualified Education Hours toward initial certification or recertification of the Fellow of the American College of Healthcare Executives (FACHE) designation. Participants in this program who wish to have the continuing education hours applied toward ACHE Qualified Education credit must self-report their participation. To self-report, participants must log into their MyACHE account and select ACHE Qualified Education Credit.

Certified Counselors (NBCC)



DHA J-7 CEPO has been approved by NBCC as an Approved Continuing Education Provider, **ACEP No. 6955**. Programs that do not qualify for NBCC credit are clearly identified. DHA J-7 CEPO is solely responsible for all aspects of the programs.

NBCC Credit Hours: 29.25

If you need special accommodations or have questions, please contact us:

ACEP Contact Information, Defense Health Agency J-7 Continuing Education Program Office

7700 Arlington Boulevard, Suite 5101, Falls Church, VA 22041

Phone number: 571.835.6536

Web Address: <https://www.dhaj7-cepo.com>

Email Address: dha.ncr.j7.mbx.continuing-education-office@health.mil

Other Professionals

All other healthcare professionals completing this CE/CME activity will be issued a Certificate of Attendance indicating participation and the number of hours of CE/CME credit. This may be used for submission to licensing boards for satisfaction of CE/CME requirements.

Commercial Support:

No commercial support was provided for this activity.

Participation Costs:

There is no cost to participate in this activity.

CE/CME Inquiries:

For all CE/CME related inquiries, please contact: dha.ncr.j7.mbx.continuing-education-office@health.mil.

How to Obtain CE/CME Credit:

To receive CE/CME credit, you must complete the program posttest(s) and evaluation(s) before collecting your certificate(s). The posttests and evaluations will be available through December 31, 2026 at 2359 ET at the following URL: www.dhaj7-cepo.com.