



FAQ's For Registration - Operational Excellence Boot Camp

What is included in my registration?

Price includes access to our online course site, course materials, a copy of Executing Lean Improvements: A Practical Guide with Real-World Healthcare Case Studies by Dennis R. Delisle, ScD, FACHE (\$75 value); Access to a DiSC® personality assessment test.

Is my registration/ticket transferrable?

Yes. If you registered and you are no longer able to attend, you may transfer your registration to a colleague. Please contact for additional information.

Can I update my registration information?

Yes. Please contact JCPH to update registration information.

What is the refund policy?

If you cannot attend this course, after you have registered and paid, you may transfer your registration to a colleague or attend a future scheduled program.

How do I get access to the class materials?

This program will use Canvas Catalog to host the online course content. After you enroll in the course, you will have access to this platform. Course material will be uploaded prior to the start of the class; pre-readings and pre-course assignments will be posted to Canvas 3 weeks prior to the start of the course.

Browser and computer requirements for the course

For best performance, we recommend using Canvas on the current or first previous major release of Chrome, Firefox, Edge, or Safari. Canvas runs on Windows, Mac, Linux, iOS, Android, or any other device with a modern web browser. [Find out if your browser is up-to-date and learn more.](#)

The program will use Zoom for the live online sessions. Zoom information is included within the Canvas site.