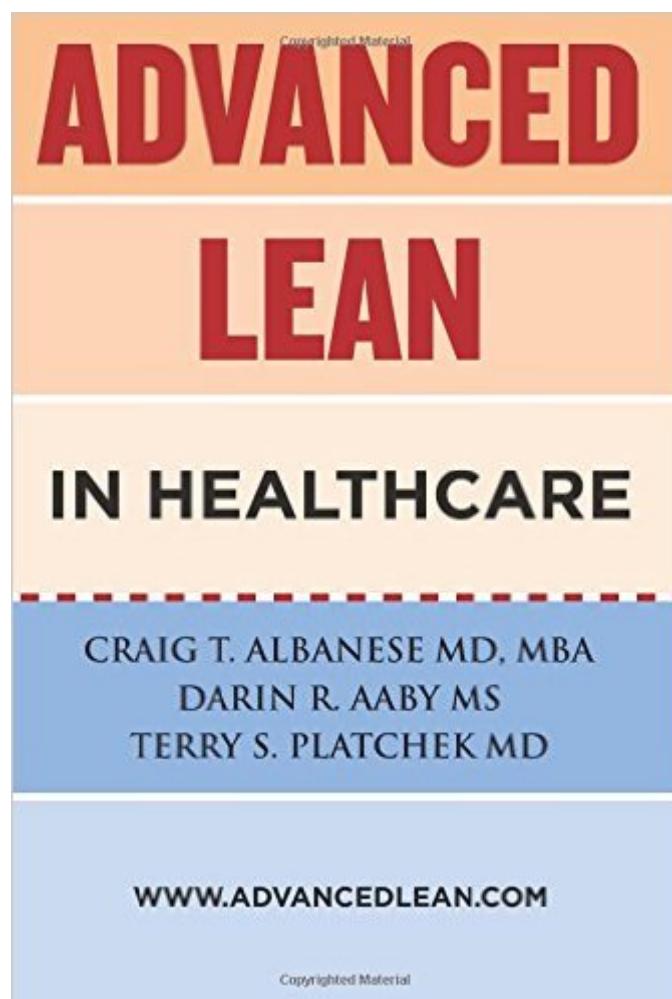


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# Advanced Lean In Healthcare



## Synopsis

Healthcare in the United States is in need of reform. The industry must learn to operate in a fundamentally different way if there is any hope of delivering safer, more reliable, higher quality care with improved patient and staff experience and accomplish all of this at the lowest possible cost. Advanced Lean in Healthcare is a practical guide for anyone in the healthcare industry. The book presents a novel approach to creating an advanced operating system, breaking it down into simple-to-understand steps. Borrowing from a business system with its roots in manufacturing, Advanced Lean in Healthcare narrates a healthcare industry operational problem through the experience of a patient: a young boy ravaged by terminal illness. By putting a real-world lens on the situation, the book takes the reader through five levels of the increasingly advanced steps of a lean transformation, giving them a bird's-eye view of the required operational and management shifts. By introducing lean strategies one-by-one, the authors provide an easy-to-understand plan for providing higher quality care, improved patient and staff experience, and significant cost savings for healthcare organizations. At its core, lean is a business strategy that aims to increase customer satisfaction and improve staff and corporate productivity by reducing the amount of non-value added work (waste). By engaging everyone in an organization in problem solving to reduce waste, the efficiency and quality of patient care can be optimized. In addition, engaging the entire workforce produces harder-to-quantify results, such as improved morale and greater organizational capability for future problem solving and growth. Advanced Lean in Healthcare introduces the various terms and methodologies of lean and compares them side-by-side with more traditional methods, demonstrating how the five level operating system stacks up against the status quo. In addition, a multitude of colored graphs, photographs, and lists are used to demonstrate and augment the detailed text. By providing specific examples of what works and what doesn't work, the authors make the transformation to a lean system an attainable goal for any organization that is truly committed to change and continuous improvement. The five levels are divided into ten chapters, each building on its predecessor, to provide a clear framework from beginning to end, which healthcare organizations can adapt to their own needs. The end result is a framework that is accessible by anyone in the healthcare industry including physicians, nurses, technicians, managers, and executives to create a true transformational shift in their daily operations, making their organization run better, more efficiently, and more affordably, all while maintaining the highest standard of quality and service.

## Book Information

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## **Customer Reviews**

It's pretty much all here in the book and quite accessible, to the extent that 21st Century - Toyota Way - management practice fits in a book. It's obvious the authors have a ton of priceless in-the-Gemba experience, which must greatly enrich their consulting (we can hope that Drs. Albanese and Platcek wind up as senior execs and directors sooner rather than later). If they only could explain how to best address the key executive leadership/board of directors issues they describe as crisply and imaginatively as they demonstrate the thinking and practices for flow and value in daily work, then the book would be perfect. Of course, this is a very tall an order when received wisdom for healthcare enterprise success pulls executive and board focus toward "going big or going home." Even Toyota got into trouble when they grew too rapidly.

Slow to start but stick with it. We all need to embrace lean principles and you might as well have a blueprint to follow. If you follow the steps in this excellent guide, you will have many successful improvements.

The content is good, but is very restrictive to what a particular consulting group feels is the "right" way to implement Lean in healthcare settings. They use an example of moving from playing hockey (randomness) to ballet (predictability), and I think they could've used a better analogy. And they seem to indicate that getting above a "line" to move from their level 2 to higher levels of Lean is some huge barrier to overcome. This sets up the reader to consider it an impossible task and this could prevent people from taking on the work. Overall, I feel they've complicated something the

Japanese have done much more simply, but it's still very useful information and provides good direction. What they are lacking is more information about methods. They seem to push the installation of visual management systems, but what about all of the issues those systems raise to the surface? How do you go about fixing those?

Teaching what is necessary to really benefit from lean in healthcare (hospital) by taking on the challenge of true system change and improvement.

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