Benefits of Implementing Lean Healthcare

**PRINCIPLE 1:** Lean is an Attitude of Continuous Improvement
- Employees keep raising the bar
- The organization becomes increasingly innovative
- More staff want to be directly involved

**PRINCIPLE 2:** Lean is Value Creating
- Leads to fewer medication errors
- Fewer nosocomial infections
- Less nursing time away from the bedside
- Faster operating room turnover time
- Improved care team communication about patients

**PRINCIPLE 3:** Lean is Unity of Purpose
- Choose your “true north” to communicate and reinforce your strategic priorities

**PRINCIPLE 4:** Lean is respect for the people who do the work
- Lean turns leadership upside down
- Front-line workers doing much of the innovating

**PRINCIPLE 5:** Lean is Visual
- Symbolize a culture of transparency
- Organize all relevant improvement information in one place

**PRINCIPLE 6:** Lean is Flexible Regimentos
- Develop a standard process for performing a specific service

The underlying goal of LEAN is to improve value for the patient.*

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Wait time for appointments decreased by **28%**
Patient satisfaction increased from **4.3 to 4.7**

— Otolaryngology Department of the Christie Clinic

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**BEFORE LEAN**
The mean wait time on the telephone was **20 minutes** with a 17% to 20% dropped call rate.

**WITH LEAN**
Total call volume increased while wait time decreased to under 1 minute and the dropped call rate to less than 3% with no increase in staffing

— St. Jude Medical Center

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**Time to implement Lean Healthcare in your organization?**
The online **Lean Healthcare Specialization** will equip you with the strategies required to influence staff, managers, and executives in healthcare settings to commit to and support lean initiatives.

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