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 Reglementation
- 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

**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.

To learn more, please contact edu-bus@ce.uci.edu

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*The Promise of Lean in Health Care, Toussaint, John S. et al., Mayo Clinic Proceedings, Volume 88, Issue 1, 74 – 82