



LEAN THINKING

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 Regimentation
Develop a standard process for performing a specific service

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

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



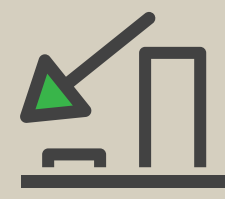
—Otolaryngology Department of the Christie Clinic

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

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:
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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