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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**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

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

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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:
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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*