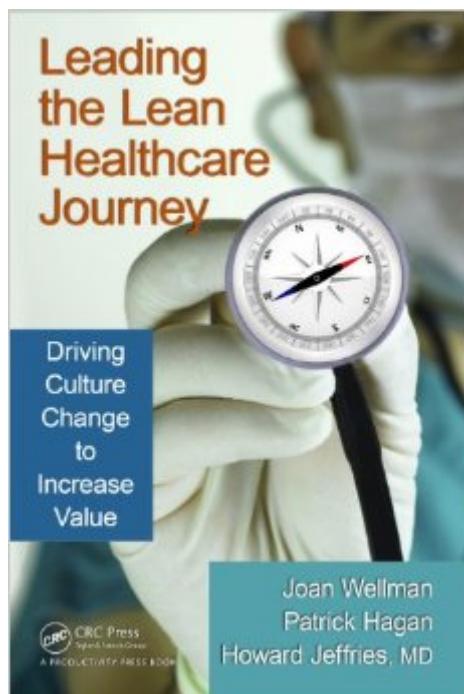


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# Leading The Lean Healthcare Journey: Driving Culture Change To Increase Value



## Synopsis

Every healthcare organization can learn from Seattle Childrenâ™s continuous improvement process, but this book is not an operatorâ™s manual. Instead, it is a challenge to everyone concerned with healthcare to reexamine deeply held assumptions. While it is commonly believed that improved quality, access, and safety, and an improved bottom line are mutually exclusive, Seattle Childrenâ™s demonstrates that it quite possible to realize all these improvements concurrently. Written by remarkable change agents from the front lines at Seattle Childrenâ™s and other forward-thinking organizations, this book discusses ways to transform key personnel into change agents and engage all staff in a patient-focused culture dedicated to eliminating waste and improving all aspects of quality and care. Change agents from Seattle Childrenâ™s Hospital, Jefferson Healthcare, and The Everett Clinic in Washington; Memorial Care in California; and Minnesota Childrenâ™s Hospital and Clinics all make contributions to this book. Each one tells of challenges overcome through continuous improvement. Providing both example and inspiration, these organizations stand as proof that effective mindful change is feasible. Their stories of hard-gained progress is for healthcare professionals who have the willingness to look critically at their work and the tenacity to find better, less wasteful ways to deliver safe, high-quality care. Seattle Childrenâ™s Hospital will change your mind about whatâ™s possible. Joan Wellman and her colleagues provide examples of dramatic performance improvements. Using their practical examples, you can be on your way to becoming a leader who transforms your organization, empowers your team, adds value, and saves lives.â "Ken Graham, CEO, El Camino Hospital, Mountain View, California Â| Pat Hagan and his colleagues tell a compelling story of change at an enormously prestigious institution Â|. It is a story of humility and the courage to go outside of healthcare to learn. Â| while 10 years ago, lean in healthcare was interesting, today it is essential.â "J. Michael Rona, Rona Consulting Group Joan Wellman and co-authors Pat Hagan and Howard Jeffries are true pioneers in the lean healthcare world. Their bookÂ| puts lean into the right context for healthcare leaders and change agents. Â|Engaging and well-written, I recommend it highly. â "Mark Graban, author of Lean Hospitals: Improving Quality, Patient Safety, and Employee Satisfaction

## Book Information

File Size: 14368 KB

Print Length: 292 pages

Publisher: Productivity Press; 1 edition (April 19, 2016)

Publication Date: April 19, 2016

Sold by:Â Digital Services LLC

Language: English

ASIN: B008RKM CNS

Text-to-Speech: Not enabled

X-Ray for Textbooks: Enabled

Word Wise: Not Enabled

Lending: Not Enabled

Enhanced Typesetting: Not Enabled

Best Sellers Rank: #477,626 Paid in Kindle Store (See Top 100 Paid in Kindle Store) #58

inÂ Kindle Store > Kindle eBooks > Business & Money > Industries > Manufacturing #79

inÂ Kindle Store > Kindle eBooks > Business & Money > Management & Leadership > Total Quality Management #81 inÂ Kindle Store > Kindle eBooks > Business & Money > Industries > Service

## **Customer Reviews**

Seattle Children's is one of the world's leading "lean healthcare" organizations. Co-authors Joan Wellman (a consultant) and Pat Hagan (their COO) are two leaders who definitely "get it" - that lean is about better patient care and better quality. If you take care of the patients and engage staff members in continuous improvement, then cost reduction follows (but as an end result, not a primary goal). The book is full of chapters and essays by multiple Seattle Children's leaders and physicians, so you get many different, yet consistent, perspectives on a number of important lean topics - leadership, quality improvement, staff engagement, the design and construction of new space. If your hospital wants to see what a "lean journey" looks like, you should definitely read this book. Leaders in Washington DC should also take a look to see what is possible in healthcare improvement. We need more hospitals like Seattle Children's!

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