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Healthcare Kaizen

Engaging Front-Line Staff in Sustainable Continuous Improvements

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HEALTHCARE KAIZEN

Engaging Front-Line Staff in Sustainable Continuous Improvements



Mark Graban and Joseph Swartz

Foreword by Masaaki Imai,
Author of *Kaizen: The Key to Japan's Competitive Success*

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- Includes a Foreword by Masaaki Imai, Author of *Kaizen: The Key to Japan's Competitive Success*, and an Introduction by Norman Bodek, Author of *How to Do Kaizen*

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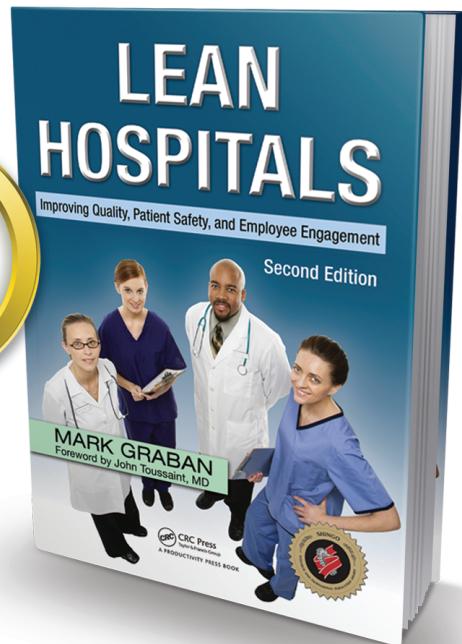
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The new edition of this international bestseller begins with an overview of Lean methods. It explains how Lean practices such as value stream mapping and process observation can help reduce wasted motion for caregivers, prevent delays for patients, and improve the long-term health of your organization. In addition to a new introduction from John Toussaint, this updated edition includes:

- New and updated material on identifying waste, A3 problem solving, employee suggestion management, and strategy deployment
- New case studies—including a new Kanban case study (Northampton General Hospital) and another that ties together the themes of standardized work, Kanban, 5S, visual management, and Lean leadership for the prevention of patient harm
- New examples and updated data throughout, including revised chapters on patient safety and preventing medical errors

Detailing the steps needed for a successful transition to a Lean culture, the book provides the understanding of Lean practices—including standardized work, error proofing, root cause problem solving, and daily improvement processes—needed to reduce common hospital errors. The balanced approach outlined in this book will guide you through the process of improving quality of service while reducing costs in your hospital.

**The Lean Certification and Oversight Appeals committee has approved Lean Hospitals as recommended reading for those in pursuit of Lean Bronze Certification from SME, AME, Shingo Prize, and ASQ.*



"Whether it is the ThedaCare story ... Seattle Children's ... or Virginia Mason, the answer is in: Lean works. The question now for all of you is how are you going to do it? What is the leadership model required? ... There will be many questions, and I believe starting with Mark Graban's updated book Lean Hospitals is a good first step. ... I wish I could have read this in 2004, as it might have prevented some of the mistakes we made in our Lean transformation journey."

—John Toussaint, MD, CEO,
ThedaCare Center for
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