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John Shook, lean guru and former

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Toyota manager, speaks at the IW
Best Plants Conference Lean
Healthcare: Respect for People

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Bob Emiliani Kaizen for Improving
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Stream Mapping Explained Clarity
~~First: An Overview (1 of 5 webinars)~~
A3 Management (Part 1 of 2)
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Francis Health System - Shingo Award
Video, Extended Cut Webinar: How
Lean and C.I. Help You Get More
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Engaging Front Line Staff

Mark 's new book, Healthcare Kaizen: Engaging Front-Line Staff in Sustainable Continuous Improvements (co-authored with Joseph E. Swartz), is a must read for anyone on a Lean journey. At Virginia Mason, the concept of kaizen, which Mark and

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Joe write about so well in the new book, is ingrained in the organization ' s cultural DNA. ... The real goal of Lean in health care, they write, is ...

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Healthcare Kaizen focuses on the principles and methods of daily continuous improvement, or Kaizen, for healthcare professionals and organizations.

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Healthcare Kaizen: Engaging Front-Line Staff in Sustainable Continuous Improvements focuses on daily continuous improvement, or Kaizen, for healthcare professionals and organizations. The book shares detailed mechanics for facilitating the Kaizen improvement process. More

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importantly, it covers the management mindsets and philosophies required to make Kaizen work effectively in a department or ...

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Line Staff in Sustainable Continuous Improvements. Authors: Mark Graban and Joseph E. Swartz. Healthcare Kaizen focuses on the principles and methods of daily continuous improvement, or Kaizen, for healthcare professionals and organizations. Kaizen is a Japanese

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word that means “change for the better,” as popularized by Masaaki Imai in his 1986 book *Kaizen ... Improvements*

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For any organization that needs to improve, with or without a formal

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Lean Six Sigma program, our books, Healthcare Kaizen and ... Mark Graban and Joseph Swartz are the co-authors of the books Healthcare Kaizen: Engaging Front-Line Staff in Sustainable Continuous Improvements and The Executive Guide to Healthcare Kaizen. Author Bios . Our

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Healthcare Kaizen shares some of the methods used by numerous hospitals, including Franciscan St. Francis Healthcare, where co-author Joe Swartz has led these efforts. Most importantly, the book covers the management mindsets and philosophies required to make Kaizen

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work effectively in a hospital department or as a organization-wide program.

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Healthcare kaizen : engaging front-line staff in sustainable continuous improvements Swartz, Joseph E., Graban, Mark "This book focuses on daily continuous improvement, or kaizen, for healthcare professionals and organizations.

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Quotes from Healthcare Kaizen:
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by Graban & Swartz
www.hckaizen.com About the

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Authors! Mark Graban is a internationally-recognized expert in the field of “ Lean Healthcare, ” as a consultant, author, keynote speaker, and blogger. He is the author of Lean Hospitals: Improving Quality, Patient Safety, and Employee

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QUOTES FROM HEALTHCARE KAIZEN

Healthcare Kaizen: Engaging Front-Line Staff in Sustainable Continuous Improvements. Mark Graban, Joseph E. Swartz. CRC Press, Jun 21, 2012 - Medical - 408 pages. 0 Reviews.
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continuous improvement, or Kaizen, for healthcare professionals and organizations. Kaizen is a Japanese word that means "change for the better," as ...

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Join speaker, author, and consultant Mark Graban for an introductory online class to learn and practice methods from his book, Healthcare Kaizen: Engaging Front-Line Staff in Sustainable Continuous Improvements. You might have heard about other healthcare organizations

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that are using “Lean” improvement practices.

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Excerpt from “ Healthcare Kaizen: Engaging Front-Line Staff in Sustainable Continuous

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Improvements” by Mark Graban and Joseph Swartz (Productivity Press, June 2012). For more information, visit www.hckaizen.com. Joseph E. Swartz is the director of Business Transformation for Franciscan St. Francis Health of Indianapolis, IN.

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~~Kaizen – Change for the Better | Staff Training Magazine~~
Mark 's new book, Healthcare Kaizen: Engaging Front-Line Staff in Sustainable Continuous Improvements (co-authored with Joseph E. Swartz), is a must read for anyone on a Lean journey. At Virginia Mason, the

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concept of kaizen, which Mark and Joe write about so well in the new book, is ingrained in the organization's cultural DNA. ... The real goal of Lean in health care, they write, is ...

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Bodek, both o
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organizations. Kaizen is a Japanese word that means "change for the better," as popularized by Masaaki Imai in his 1986 book Kaizen: The Key to Japan ' s Competitive Success and through the books of Norman Bodek, both o

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Key to Japan 's Competitive Success
and through the books of Norman
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introductory material for this book.
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In 1989, Dr. Donald M. Berwick,
founder of the Institute for Healthcare

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Improvement and former
administrator of the Centers for
Medicare & Medicaid Services,
endorsed the principles of Kaizen in
the New England Journal of Medicine,
describing it as "the continuous
search for opportunities for all
processes to get better." This book

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shows how to make this goal a reality. Healthcare Kaizen shares some of the methods used by numerous hospitals around the world, including Franciscan St. Francis Health, where co-author Joe Swartz has led these efforts. Most importantly, the book covers the management mindsets and

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philosophies required to make Kaizen work effectively in a hospital department or as an organization-wide program. All of the examples in the book were shared by leading healthcare organizations, with over 200 full-color pictures and visual illustrations of Kaizen-based

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Improvements that were initiated by nurses, physicians, housekeepers, senior executives and other staff members at all levels. Healthcare Kaizen will be helpful for organizations that have embraced weeklong improvement events, but now want to follow the lead of

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The da Vinci Care, Virginia Mason Medical Center, and others who have moved beyond just doing events into a more complete management system based on Lean or the Toyota Production System. It ' s often said, without much reflection, that people hate change. The experiences shared in this book

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prove that people actually love change when they are fully engaged in the process, get to make improvements that improve patient care and make their day less frustrating, and when they don't fear being laid off as a result of their improvements. Mark Graban explains why his new book

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Healthcare Kaizen is a great resource for healthcare organizations looking to make improvements on the frontlines. (www.youtube.com/watch?v=l4JdaH03Dbo&feature=youtu.be) Check out a recent entry about this book on the Virginia Mason Medical Center Blog, Could this new book help drive your

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Lean journey? (<http://virginiamasonbl.org/2012/09/05/could-this-new-book-help-drive-your-lean-journey/>)
Check out what the experts at the Franciscan St. Francis Health System have to say about Healthcare Kaizen. (<http://www.youtube.com/watch?v=XcGmP5gLEPo&feature=c4-overview&lis>)

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Organizations around the world are using Lean to redesign care and improve processes in a way that achieves and sustains meaningful results for patients, staff, physicians, and health systems. Lean Hospitals,

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Third Edition explains how to use the Lean methodology and mindsets to improve safety, quality, access, and morale while reducing costs, increasing capacity, and strengthening the long-term bottom line. This updated edition of a Shingo Research Award recipient begins with an

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overview of Lean methods. It explains how Lean practices can help reduce various frustrations for caregivers, prevent delays and harm for patients, and improve the long-term health of your organization. The second edition of this book presented new material on identifying waste, A3 problem

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Solving, engaging front-line staff in continuous improvement, and strategy deployment. This third edition adds new sections on structured Lean problem solving methods (including Toyota Kata), Lean Design, and other topics. Additional examples, case studies, and explanations are also

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included throughout the book. Mark Graban is also the co-author, with Joe Swartz, of the book Healthcare Kaizen: Engaging Frontline Staff in Sustainable Continuous Improvements, which is also a Shingo Research Award recipient. Mark and Joe also wrote The Executive 's Guide

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Hospitals and health systems are facing many challenges, including shrinking reimbursements and the need to improve patient safety and quality. A growing number of healthcare organizations are turning

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Engaging Front Line Staff as an alternative to traditional cost cutting and layoffs. "Kaizen," which is translated from Japanese as "good change" or "change for the better," is a core pillar of the Lean strategy for today ' s best healthcare organizations. Kaizen is a powerful

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approach for creating a continuously learning and continuously improving organizations. A Kaizen culture leads to everyday actions that improve patient care and create better workplaces, while improving the organization ' s long-term bottom line. The Executive Guide to

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Healthcare Kaizen is the perfect introduction to executives and leaders who want to create and support this culture of continuous improvement. The Executive Guide to Healthcare Kaizen is an introduction to kaizen principles and an overview of the leadership behaviors and mindsets

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required to create a kaizen culture or a culture of continuous improvement. The book is specifically written for busy C-level executives, vice presidents, directors, and managers who need to understand the power of this methodology. The Executive Guide to Healthcare Kaizen shares real

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and practical examples and stories from leading healthcare organizations, including Franciscan St. Francis Health System, located in Indiana. Franciscan St. Francis ' employees and physicians have implemented and documented 4,000 Kaizen improvements each of the last three

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years, resulting in millions of dollars in hard savings and softer benefits for patients and staff. Chapters cover topics such as the need for Kaizen, different types of Kaizen (including Rapid Improvement Events and daily Kaizen), creating a Kaizen culture, practical methods for facilitating

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Kaizen improvements, the role of senior leaders and other leaders in Kaizen, and creating an organization-wide Kaizen program. The book contains a new introduction by Gary Kaplan, MD, CEO of Virginia Mason Medical Center in Seattle, Washington, which was named

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"Hospital of the Decade" in 2012. The Executive Guide to Healthcare Kaizen is a companion book to the larger book Healthcare Kaizen: Engaging Front-Line Staff in Sustainable Continuous Improvements (2012). Healthcare Kaizen is a longer, more complete "how to" guide that includes

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over 200 full color images, including over 100 real kaizen examples from various health systems around the world. Healthcare Kaizen was named a recipient of the prestigious Shingo Professional Publication and Research Award. Check out what the experts at the Franciscan St. Francis Health

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System have to say about Healthcare Kaizen. <http://www.youtube.com/watch?v=XcGmP5gLEPo&feature=c4-overview&list=UU7jiTxn4nkMzOE5eTbf0Upw>

The evidence is undeniable. By any measure, the US spends more on

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healthcare than any other country in the world, yet its health outcomes as measure by longevity are in the bottom half among developed countries, and its health-related quality of life has remained constant or declined since 1998. In addition to high costs and lower than expected

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Outcomes, the healthcare delivery system is plagued by treatment delays as it can take weeks to see a specialist, and many people have limited or no access to care. Part of the challenge is that the healthcare delivery system is a large, complex, and sophisticated value creation chain. Successfully

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Engaging this highly interconnected system is difficult and time consuming because the underlying problems are hard to comprehend, the root causes are many, the solution is unclear, and the relationships among problems, causes, and solution are multifaceted. To address these issues, the book

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carefully explains the underlying problems, examines their root causes using information, data, and logic, and presents a comprehensive and integrated solution that addresses these causes. These three steps are the methodological backbone of this book. A solution depends on

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Understanding and applying the principles of patient-centered care (PCC) and resource management. PCC puts patients, supported by their primary care physicians, back in the role as decision makers and depends on patients being responsible for their health including making good life-

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style choices. After all, the best way to reduce healthcare costs and increase quality of life is to improve our health and wellness and as a result need less care. In addition, health insurance must be rethought and redesigned so it is less likely to lead to overuse. For many people with health insurance,

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the out-of-pocket cost of healthcare are small, so healthcare decision making is often biased toward consumption. Effective resource management means that healthcare providers must do a better job of acquiring and using resources in order to provide care quickly,

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productively, and correctly. This means improving healthcare strategy and management, accelerating the use of information technology, making drug costs affordable and fair, reducing the incidence of malpractice, and rebuilding the provider network. In addition, implementation is difficult

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because there are many participants in the healthcare delivery value chain, such as physicians, nurses, and medical technicians, as well as many provider organizations, such as hospitals, clinics, physician offices, and labs. Further up the value chain there are pharmaceutical companies,

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equipment providers, and other suppliers. These participants have diverse and sometimes conflicting goals, but each must be willing to accept change and work in a coordinated manner to improve healthcare. To overcome these problems, strong national leadership

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is needed to get the attention and support from the people and organizations involved in healthcare and to make the comprehensive changes that will lower healthcare costs, improve healthcare quality, eliminate delays, increase access, and enhance patient satisfaction.

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Designed for professionals and aspiring professionals in public policy, public health, and related programs, *Public Health Leadership* illustrates the complexity of contemporary issues at the intersection of public health and healthcare and the

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compelling need to engage numerous public and private stakeholders to effectively advance population health. Offering real-world case studies and cutting-edge topics in public health and healthcare, this book will complement existing primers and introductory books in public health to

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help students and practitioners bridge concepts and practice. The work is divided into three parts that focus on the new role of public health departments, emerging challenges and opportunities following the enactment of the Patient Protection and Affordable Care Act (ACA), and

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recent trends in innovation and investment. Each chapter is practice-oriented to provide insight into the changing landscape of public health while offering practical tips based on the experiences and expertise of leading practitioners. Topics include cross-sector partnership-building,

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Innovations in investment strategies, public health operations, performance management, advances in big data tracking, and more that address the social determinants of health and improve population health. Cases draw on a wide range of perspectives and regions, encouraging the reader,

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whether a professional or student, to apply the lessons learned to one's local context.

Improvements

Instead of building new hospitals that import old systems and problems, the time has come to reexamine many of our ideas about what a hospital

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should be. Can a building foster staff continuous improvement? How can we design it to be flexible and useful well into the future? How can we do more with less? Winner of a 2013 Shingo Prize for Operational Excellence! Answering these questions and more, Lean-Led Hospital Design:

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Creating the Efficient Hospital of the Future explains how hospitals can be built to increase patient safety and reduce wait times while eliminating waste, lowering costs, and easing some of healthcare ' s most persistent problems. It supplies a simplified timeline of architectural

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planning—from start to finish—to guide readers through the various stages of the Lean design development philosophy, including Lean architectural design and Lean work design. It includes examples from several real healthcare facility design and construction projects, as

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well as interviews with hospital staff leaders and architects. Check out a video of the authors discussing their book, Lean-Led Hospital Design at the 2012 Med Assets Healthcare Business Summit. www.modernhealthcare.com/section/LiveatHBS

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Masterfully answers three timeless questions: How did some people find and seize the great opportunities of their times? What can we learn from them to help us find and seize great opportunities? How did innovative leaders help organizations find and seize great opportunities? The

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Successes and failures of great leaders including Gates, Einstein, Michelangelo, Edison, Winfrey, Da Vinci, Curie, Smith, and Galileo are used to explain the actions on the path to greatness. Original.

Winner of a 2013 Shingo Research

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and Professional Frontline Staff

This practical guide for healthcare executives, managers, and frontline workers, provides the means to transform your enterprise into a High-Quality Patient Care Business Delivery System. Designed for continuous reference, its self-contained chapters

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are divided into three primary sections: Defines what Lean is and includes some interesting history about Lean not found elsewhere. Describes and explains the application of each Lean tool and concept organized in their typical order of use. Explains how to implement Lean in

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various healthcare
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processes—providing examples, case
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This book will help to take you out of
your comfort zone and provide you
with new ways to extend value to your
customers. It drives home the
importance of the Lean Six Sigma

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Journey. The pursuit of continuous improvement is a journey with no end. Consequently, the opportunities are endless as to what you and your organization can accomplish. Forty percent of the authors' profits from this book will be donated to help the homeless through two Baltimore

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charities. Praise from the book: ... well-timed and highly informative for those committed to creating deep levels of sustainable change in healthcare. — Peter B. Angood, MD, FACS, FCCM, Senior Advisor – Patient Safety, in National Quality Forum ... the most practical and healthcare applicable

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book I have ever read on LEAN Staff
thinking and concepts. — Gary Shorb,
CEO, Methodist Le Bonheur
Healthcare ... well written ... an
essential reference in the library of all
healthcare leaders interested in
performance improvement. — Lee M.
Adler, DO, VP, Quality and Safety

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Florida College of Medicine ... a must
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healthcare. ... I can see reading this
book over and over. — Brigit Zamora,
BSN, RN, CPAN, CAPA, Administrative

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