



The Toyota Way to Healthcare Excellence: Increase Efficiency and Improve Quality With Lean (ACHE Management Series)

By John Black, David Miller, Joni Sensel

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The Toyota Production System model, or Lean, originated in manufacturing but has since emerged as a powerful tool for providing safe, compassionate, error-free healthcare. This book examines trailblazing work in several organizations that committed to applying Lean principles and processes in a new environment, and it shares the insights of leaders who credit Lean with dramatically improving their operations and outcomes.

This book explains what Lean is, how it works, and how it can benefit your organization. The implementation of Lean can increase patient and staff satisfaction; improve patient care; cut waste, clutter, and confusion; eliminate errors that result in patient and staff harm; lower costs; raise profitability; and enhance your operation s reputation.

This new edition explores how Lean can transform healthcare at any level. Four new chapters describe the implementation of Lean in the healthcare system of Saskatchewan, Canada a province that employs more than 40,000 healthcare workers to serve a population of 1.13 million people scattered over 251,900 square miles. The authors share numerous lessons learned from launching such a large-scale improvement effort, addressing such issues as overcoming resistance to change and engaging patients and care providers in the implementation. No organization is too big to tackle a Lean transformation: The bigger the system being improved, the larger the potential gains.

In addition, a new epilogue presents an update on previous cases and shares the perspectives of three leaders looking back on their implementations, considering long-term success, and offering their most seasoned advice.

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Editorial Review

About the Author

John Black, in his career with the Boeing Company, was the first to introduce the ideas of quality gurus Dr. W. Edwards Deming and Dr. Joseph Juran to the company. He went on to gain management's commitment to the Toyota Production System (Lean). Since retiring from Boeing and founding his own consulting firm, John Black and Associates, Black has developed broad experience helping healthcare organizations implement Lean operations. Clients include Virginia Mason Medical Center in Seattle, Park Nicollet Health Services in Minneapolis, Premera Blue Cross of Mountlake Terrace, Washington, and the entire province of Saskatchewan, Canada. Black's first book, *A World Class Production System*, was updated and greatly expanded in 2008 to reflect his additional decade of experience with the concepts and clients successfully executing them. The first edition of *The Toyota Way to Healthcare Excellence* (2008) gained a global readership, and Black frequently speaks at international healthcare and continuous improvement events.

David Miller is a former executive speechwriter and communications director at a Fortune 500 firm. He also has published two novels and numerous articles for corporate and non-corporate publications.

Users Review

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Natalie Hernandez:

Playing with family in a park, coming to see the coastal world or hanging out with close friends is thing that usually you have done when you have spare time, after that why you don't try factor that really opposite from that. Just one activity that make you not experience tired but still relaxing, trilling like on roller coaster you have been ride on and with addition of information. Even you love *The Toyota Way to Healthcare Excellence: Increase Efficiency and Improve Quality With Lean (ACHE Management Series)*, you could enjoy both. It is very good combination right, you still need to miss it? What kind of hang type is it? Oh seriously its mind hangout guys. What? Still don't understand it, oh come on its called reading friends.

Martin Phair:

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