

How Lean Healthcare Can Save Your Life (While Also Saving You Money)

Mark Graban – April 29, 2013

@MarkGraban

www.LeanBlog.org

www.MarkGraban.com

- 98,000 deaths due to preventable medical errors
 - Institute of Medicine: <http://bit.ly/IOM-report>
- One in seven Medicare patients harmed in hospital
 - HHS Report: <http://1.usa.gov/YiSez5>
- One in 300 patients dying due to hospital errors
 - <http://www.guardian.co.uk/society/2006/nov/07/health.lifeandhealth>
- Collected stats on quality and patient safety problems worldwide
 - <http://www.leanblog.org/2009/08/statistics-on-healthcare-quality-and/>
- Collected stats on IMPROVEMENT
 - <http://www.leanblog.org/2011/03/collected-employee-engagement-satisfaction-improvement-statistics/>
- Institute of Medicine Report on healthcare waste
 - \$765 Billion of \$2.5 Trillion annual U.S. healthcare spending wasted
 - <http://www.iom.edu/Reports/2012/Best-Care-at-Lower-Cost-The-Path-to-Continuously-Learning-Health-Care-in-America/Report-Brief.aspx>
- Hand washing data
 - 38.7% average hand hygiene compliance
 - http://www.jointcommission.org/assets/1/18/hh_monograph.pdf
- “Ask me if I’ve washed my hands”
 - <http://www.AskMelf.com>
- UPenn data on reduction in Central Line Associated Bloodstream Infections
 - <http://www.macoalition.org/Initiatives/infections/general/feb4-2008/Using%20Real%20Time%20Problem%20Solving%20to%20Eliminate%20Central%20Line%20Infections%20Article.pdf>
- ThedaCare improvement of Cardiac Bypass surgery patient data
 - http://www.createvalue.org/data/news/01-barnas_387-399.pdf
- Two pillars of the Toyota Way management system
 - “Respect for people”
 - “Continuous improvement”
 - <http://www.leanblog.org/2013/02/toyota-respect-for-people-or-humanity-and-lean/>
 - http://www.toyota-global.com/sustainability/csr_initiatives/stakeholders/employees/
- Mary McClinton case at Virginia Mason Medical Center
 - http://seattletimes.com/html/localnews/2002100635_deathfolo25m.html
- Virginia Mason patient safety alerts
 - http://seattletimes.com/html/localnews/2002100635_deathfolo25m.html

- Book on their Lean journey:
 - <http://www.amazon.com/Transforming-Health-Care-Virginia-Experience/dp/1563273756>
- Darrie Eason case
 - <http://www.leanblog.org/2007/10/this-will-happen-again-unless/>
 - More on pathology errors: <http://www.leanblog.org/2009/06/pathology-mistakes-again-on-oprah-and/>
- Seattle Children's hospital Lean Design
 - New tower:
 - <http://www.leanblog.org/2013/04/seattle-childrens-hospital-new-tower-from-cardboard-to-reality/>
 - Outpatient surgery center: <http://www.createvalue.org/blog/post/?bid=219>
 - Book on their Lean journey: <http://www.amazon.com/Leading-Lean-Healthcare-Journey-Increase/dp/1439828652>
- Book on "Lean Design" process: <http://www.amazon.com/Lean-Led-Hospital-Design-Creating-Efficient/dp/143986828X>
- John Toussaint & Kim Barnas (ThedaCare)
 - Journal article: http://www.createvalue.org/data/news/01-barnas_387-399.pdf
 - Book on their Lean journey: <http://www.amazon.com/On-Mend-Revolutionizing-Healthcare-Transform/dp/1934109274>
 - My podcasts with John: <http://leanpodcast.org> (episodes 54, 62, 72, 146, 159)
- Paul O'Neill's three questions
 - 1. Are my staff and doctors treated with dignity and respect by everyone in our organization?
 - 2. Do my staff and doctors have the training and encouragement to do work that gives their life meaning?
 - 3. Have I recognized my staff and doctors for what they do?
 - My podcast with Paul: <http://www.leanblog.org/124>
- Lean vs. L.A.M.E.
 - My original post: <http://www.leanblog.org/2007/03/lean-or-lame/>
 - More blog posts: <http://www.leanblog.org/tag/lame/>
- Article about bad 5S in the British news:
 - <http://www.leanblog.org/2007/02/bad-lean5s-hits-uk-media/>