

Lean Healthcare West

Lean Healthcare West, an HPPLHW affiliate company, is a group of experienced healthcare professionals that can assist you in introducing the principles of the Toyota Production System (TPS) to the delivery of care. Our unique implementation of the TPS concepts and methods brings immediate lean advantages to any healthcare organization.

Our program is based on the findings of research funded by the National Science Foundation (2001-2004), conducted by Cindy Jimmerson (Lean Healthcare West) and Durward Sobek (Montana State University, College of Engineering). From this research the reVIEWÂ© Course was developed and combines a basic tenet of TPS/Lean, that improvements must be made by the people who do the work, introduced in a classroom format familiar to how healthcare workers learn.

As other clinical certification programs are taught internally and ongoing in hospitals, so can the reVIEWÂ© Course be taught to address improving the delivery of clinical work.

"All of the education, technology and compassion that we bring to healthcare is only as good as our ability to deliver it."

The reVIEWÂ© Course introduces the powerful principles of the Toyota Production System (TPS), the background of our system of education and implementation in lean healthcare. By applying TPS principles and practices (Value Stream Maps and A3 problem solving) the participants will look at work differently to identify potential savings of time, resources, and the elimination of errors. The following objectives can be met with the skills learned in the reVIEWÂ© Course.

- Create a more defect-free product or service

- Reduce/eliminate waste and increase efficiency

- Increase patient and employee satisfaction

- Reduce costs

- Increase patient safety

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Enhance leadership and communication skills

To date our unique implementation of introductory Lean concepts and methods has been successful in over 35 hospitals, long term care facilities and physician practices.

Testimonials

"Cindy Jimmerson and her team at Lean Healthcare West have had an enormously positive impact on the mission of my organizations, both in the recent past at Intermountain healthcare and now in my new position at Northwestern. The training she provides goes beyond the mere mechanics of the Toyota Production System-- it captures the cultural essence of waste-free processes, defect free products, empowered front-line employees, and an uncompromising dedication to quality and customer service. Although the focus of the Lean Healthcare West training and seminars is on healthcare delivery, I use the same concepts to constantly improve our internal processes in Information Services. I also find myself using the concepts in my personal, day-to-day life. The ideas are timeless and broadly applicable. I have been formally trained in virtually every major quality improvement process available in the past 20 years-- ISO, CMMI, TQM, CQI, Six Sigma, and others. Without a doubt, the Toyota Production System and lean process concepts that Cindy and her team teach are the most effective that I have ever seen. She uses lean, efficient processes to teach lean, efficient processes-- beautiful and elegant."

"If you are a leader in healthcare today, and you are not embracing these principles, you are underserving your patients, employees, and the industry. It's that simple."

-Dale Sanders, Vice President & CIO, Northwestern Medical Faculty Foundation

For further information, please go to the

Lean Healthcare West website.