

Susan Sheehy, PhD, RN, FAAN:HPP-LHW

Consultant

Lean Healthcare West

Susan is the Director of Educational Services for Lean Healthcare West-Healthcare Performance Partners. She has more than three decades of clinical experience in emergency, trauma, and flight nursing. Author of more than eighty journal articles and three nursing textbooks (12 editions), she is a past president of the Emergency Nurses Association and the Emergency Nurses Association Foundation. A highly sought after speaker and teacher, Susan has lectured, given presentations, and taught workshops in 37 states and 15 foreign countries. Her professional mantra is to always look at the big picture while never losing sight of the needs of each and every patient.

Cindy Jimmerson is the founder of Lean Healthcare West and Susan Sheehy is part of Cindy Jimmerson's Lean Healthcare team.

Testimonials

"Cindy Jimmerson's introduction to Lean/TPS Methods opened my eyes to the astonishing mediocrity, waste, and complexity we tolerate in healthcare. We as a healthcare community create severe burdens for our society by allowing the waste to continue; until we define the value of our services from the patient's perspective and embrace Lean principles to create higher value work through eliminating waste, our healthcare environments will continue to deteriorate. I have seen the application of Lean methods lead to rapid resolution of day-to-day problems that would otherwise go unnoticed. I do not believe that Lean principles represent a "magic bullet" health-care fix, but if we have the wisdom to integrate the principles the fixes will be deep, permanent, and will extend far beyond what we can currently imagine. In the twenty years I have been engaged in process change research at the bedside, I haven't seen anything with the potential to heal healthcare like Lean can. As a result of my experiences with the application of Lean principles, I have chosen to dedicate the rest of my career to promoting their use in the healthcare arena."

Carrie Jane Wallace, RN, Ph.D., Clinical Outcomes Researcher,

Intermountain Healthcare, Salt Lake City, UT

"I've been in the Food Industry for twenty years and I didn't know much about healthcare. My first experience regarding healthcare industry was when I went to Cindy Jimmerson's Lean HealthCare Workshop. She has taken the philosophy of Lean Manufacturing, modified it and designed tools to fit the needs of healthcare. It is so easy and simple to use that I was able to teach it to several of the hospitals and clinics that I now work with in Northern Minnesota. These hospitals and clinics saw immediate improvements, which were sustained using the tools and concepts from her workshop.

Thank you Cindy!"

Richard Wills III, Continuous Improvement Specialist

Center for Outreach & Innovation

Northland Community & Technical College

“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

“As a clinician, my focus has been on patient diagnosis, treatment and patient outcomes. Learning the TPS model I now look at the "process" of how and why we do the things we do. System failures and delays are really the key issues that frustrate and limit our care-giving abilities. Changing the process for the better allows the care provider to keep the focus on the patient and to ensure the ongoing commitment to our mission. •

Pattie Polakow, Cardiopulmonary Services

International Heart Center, Missoula, Montana