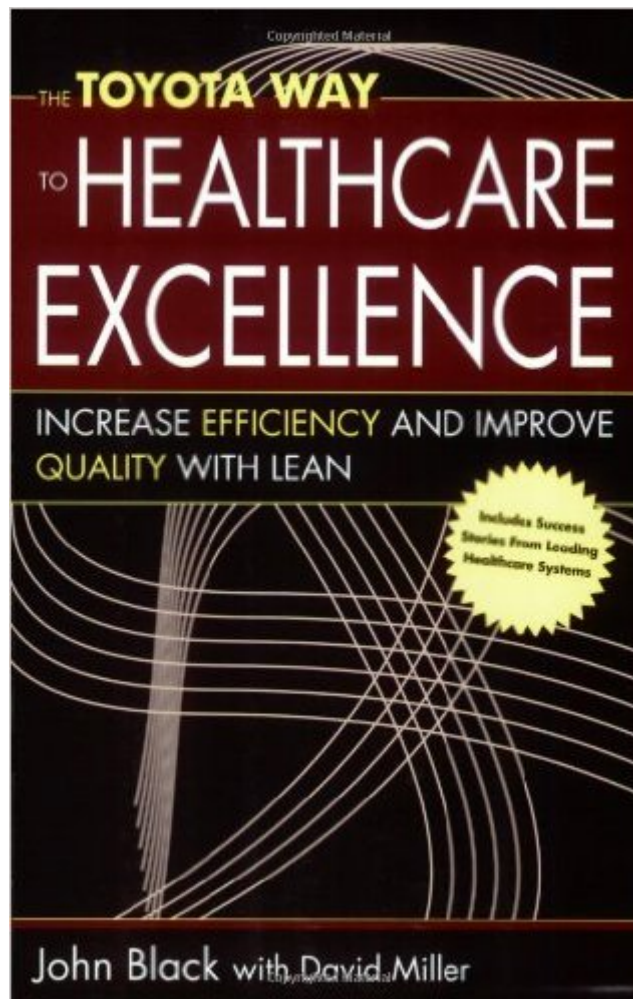


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# The Toyota Way To Healthcare Excellence: Increase Efficiency And Improve Quality With Lean (ACHE Management)



## Synopsis

The Toyota Production System model, or Lean, is not new. It has been successfully used in manufacturing companies for decades and is now making dramatic improvements in healthcare institutions as well. This straightforward guide explains what Lean is, how it works, and how to implement the strategy at your organization. What do the production of cars and the care of patients have in common? In both cases, the goal is to deliver high-quality, error-free results. Lean is a proven strategy for providing safe, hassle-free, and cost-effective care. Learn from success stories from healthcare organizations Real-life examples illustrate how well Lean works. These accounts will help you gain a sense of what s involved in implementing Lean in healthcare. How do you get an organization to adopt Lean as its improvement strategy? How do you bring people on board? How do you put the Lean infrastructure in place? How do you even start? These stories will answer your questions about applying Lean, and perhaps most important, convey the remarkable results you can expect.

## Book Information

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## Customer Reviews

As a nursing healthcare administrator who was at Virginia Mason when the Toyota Production System (TPS) was first introduced in 2002 and was in the first group of 7 leaders to be certified in Lean, I can honestly say this is a fair and accurate account of what it takes to become a Lean

healthcare organization. John Black, prior Boeing engineer and expert in Lean, first introduced Lean to Virginia Mason, under the tutelage of Senesis Nakao and Iwata. "Lean is not for the faint of heart" is saying it mildly and success will come as a result of a top-down (and everybody in) initiative. I know personally the amount of work that was required to start Lean in healthcare and at times John Black was more like a drill sergeant than an engineer, but it paid off, and I am personally indebted to him for that rich experience. Having the Japanese senseis on site was absolutely invaluable! Don't be surprised if you start out as a "concrete-head" (I know I did) meaning you don't believe lean manufacturing can cross over to healthcare (patients aren't cars)...but as I say in my lean lectures, "We in healthcare want what Toyota wants...safety, efficiency, and quality"...it's as simple as that.

The Toyota Way to Healthcare Excellence: Increase Efficiency and Improve Quality with Lean The book is great for leaders who are new to the concepts of Lean as a tool to greatly improve the delivery of healthcare. Gives a good overview of what Lean is about. I do disagree with Mr. Black about the need for having a mentor or sensei who has 20 years of experience and has been through training with Toyota Lean masters. It is ridiculous to think that such a large body of trained experts exist to help the population of healthcare providers. Plus, his assertion that a company needs only this approach and none others, such as TQM or Six Sigma, is debatable. After all, the American Society of Quality endorses a Lean Six Sigma approach. I am sure that Toyota uses other techniques too, such as DOE and Taguchii methods to overcome special problems in manufacturing.

I really appreciate this book. It explains in great deal how to achieve healthcare excellence using the Toyota way. John Black does an excellent job explaining what it takes to bring benefits to your organization using the lean system. It's one of the best written books on this subject I have ever read. It has literally changed and saved people's lives here in Seattle WA. Thank God for people like John Black and associates. They are literally saving lives and making the world a happier place by teaching the principles of lean in healthcare.

Healthcare today must be transformed! Politicians will not solve this problem that faces America. Healthcare professionals including administrators and providers must take the lead and make healthcare affordable. Mr Black has given America the answer. Imagine if all of America could see 50% improvement in number of patients seen with ZERO defects at the same cost. This is possible with John Black's approach to LEAN!

Today I can count on two fingers the people who are truly qualified to write a book on Lean Systems. John Black would be the first I would recommend. Yes, there is much more more to be learned and eventually written on the topic of transforming organizations into waste free work places, but this is a great beginning.

Simple language and everyday examples.

got to read.

The book is poorly written and the ideas are impractical- producing a car and treating a patient are not analogous. If anything, reading this book is like watching a Toyota car commercial.

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