

OHA/Leading Edge Webcast
2nd November, 2011

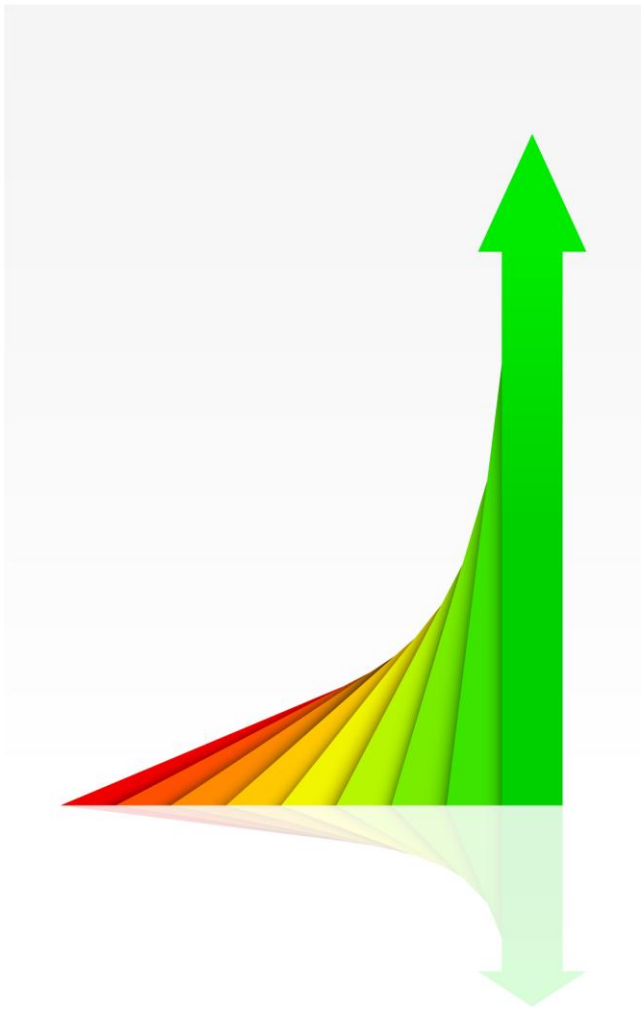
Maximizing the role of Lean in Healthcare

Part 1: Learning to Change



Neil McEvoy

We promised to cover how to...



- Align lean with performance
- Achieve multiple objectives
- Choose between top-down and bottom-up
- Build Lean capacity
- Take basic steps to implementation
- Establish change management
- See the role of the Board and executive team

Learning to Change.....



Reasons to Change

Overall performance

Who's Changing?

Building capacity in people

Changing the System

Building a hospital strategy

Learning to Change.....

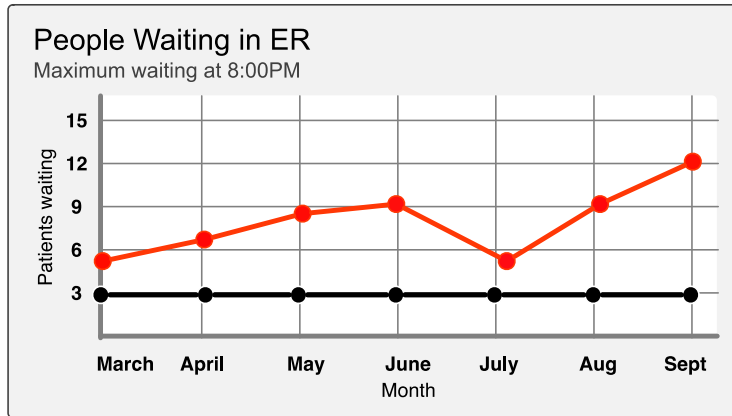


Reasons to Change
Overall performance

Who's Changing?
Building capacity in people

Changing the System
Building a hospital strategy

“Houston, we have a problem”



Identify the problem

...before the solution

What are the gaps?

...to be closed in the future

How do you know?

...metrics and information

Learning to Change.....



Reasons to Change

Overall performance

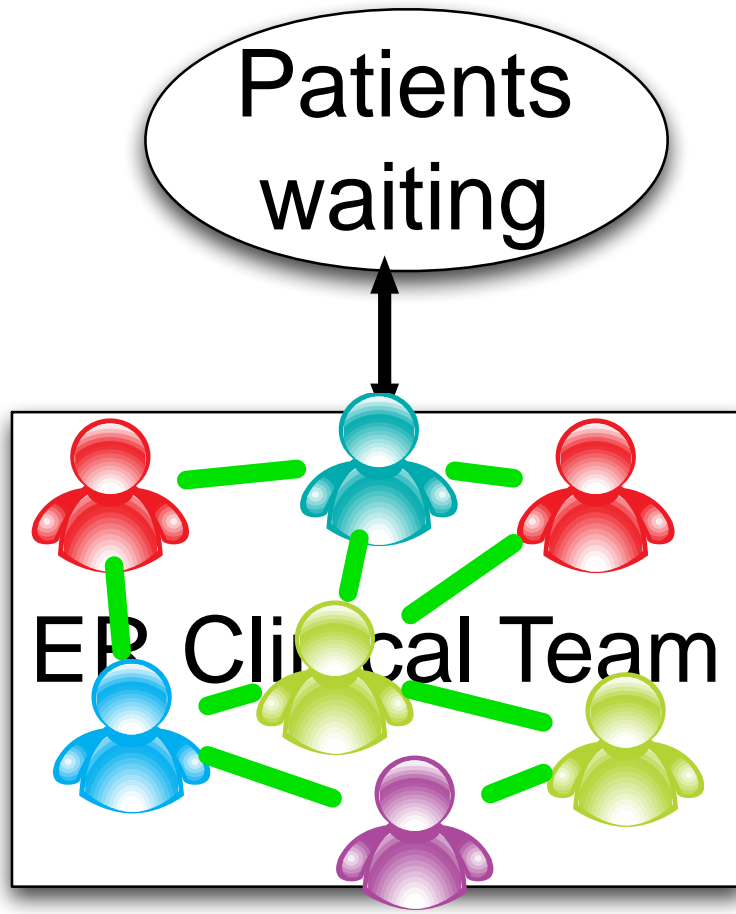
Who's Changing?

Building capacity in people

Changing the System

Building a hospital strategy

Groups don't change...people do.



Bring the people together
...improvement events

Give them tools
...to see, to think, to solve

Help them to learn
...mentoring, leading

Learning to Change.....



Reasons to Change

Overall performance

Who's Changing?

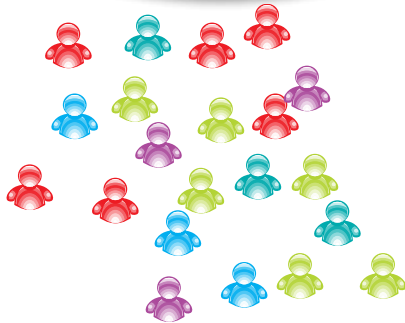
Building capacity in people

Changing the System

Building a hospital strategy

Using Lean to Change Strategy.

Efficient



Leadership

Board

Restating the basics

...accountable for what?

Reframing the goals

...access, quality, cost

Resources for change

...learning, communication

