

OHA/Leading Edge Webcast  
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# Maximizing the role of Lean in Healthcare

## Part 2: Beyond the Edges of Lean



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# Building on Lean...



“And now you know...the rest of the story.”

*Paul Harvey – radio host.*

# Beyond the edges of Lean...



Hitting the wall

*Sustaining and spreading*

A Bigger Picture

*A framework for  
healthcare*

Going Deeper

*The science of systems*

# Beyond the edges of Lean...



Hitting the wall

*Sustaining and spreading*

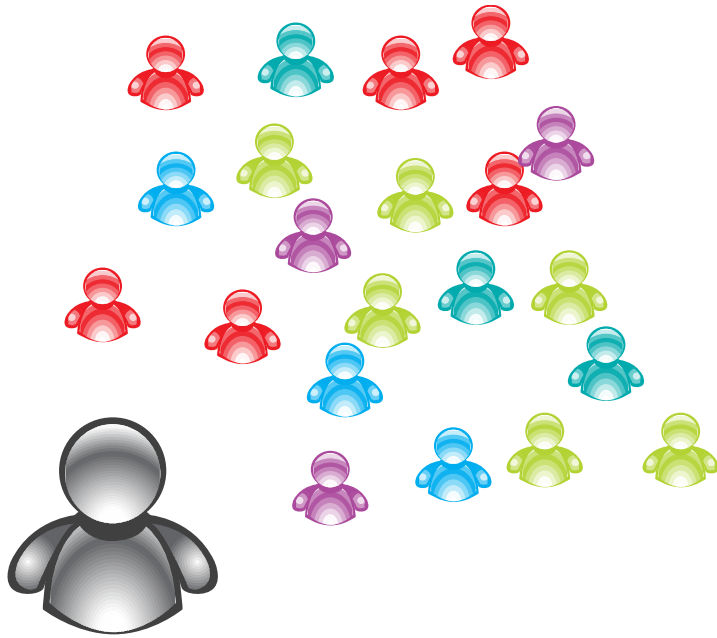
A Bigger Picture

*A framework for  
healthcare*

Going Deeper

*The science of systems*

# How to stay changed?



Keeping the gains

*...structure and practices*

Sharing the solutions

*...revisiting change*

Leading and mentoring

*...performance review  
makeover*

# Beyond the edges of Lean...



Hitting the wall

*Sustaining and spreading*

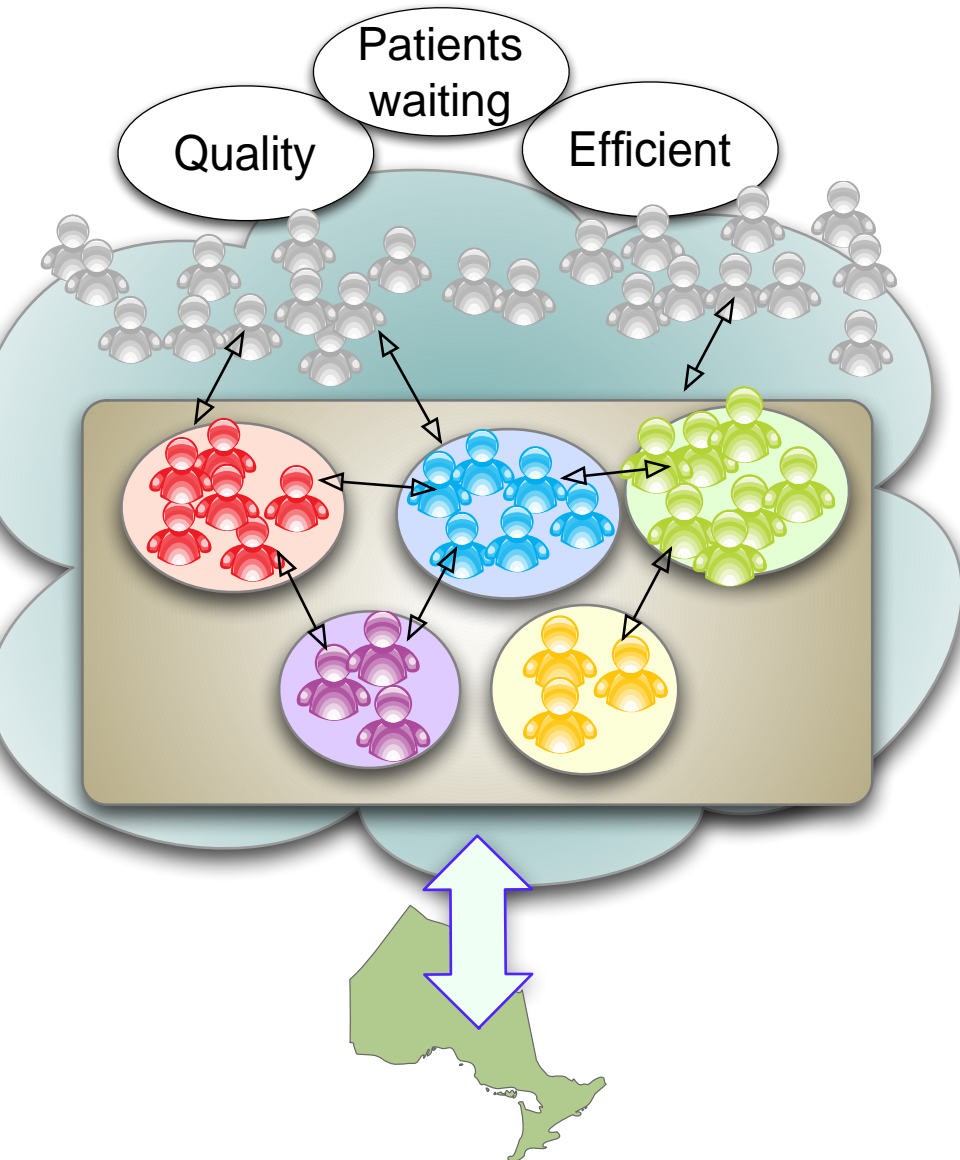
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# A System Model for Healthcare



Quality, Access, Cost  
*...the key measures*

Patients, Providers, Guides  
*...the people in the system*

Influences  
*...how the people make the system work and change*

# Beyond the edges of Lean...



Hitting the wall

*Sustaining and spreading*

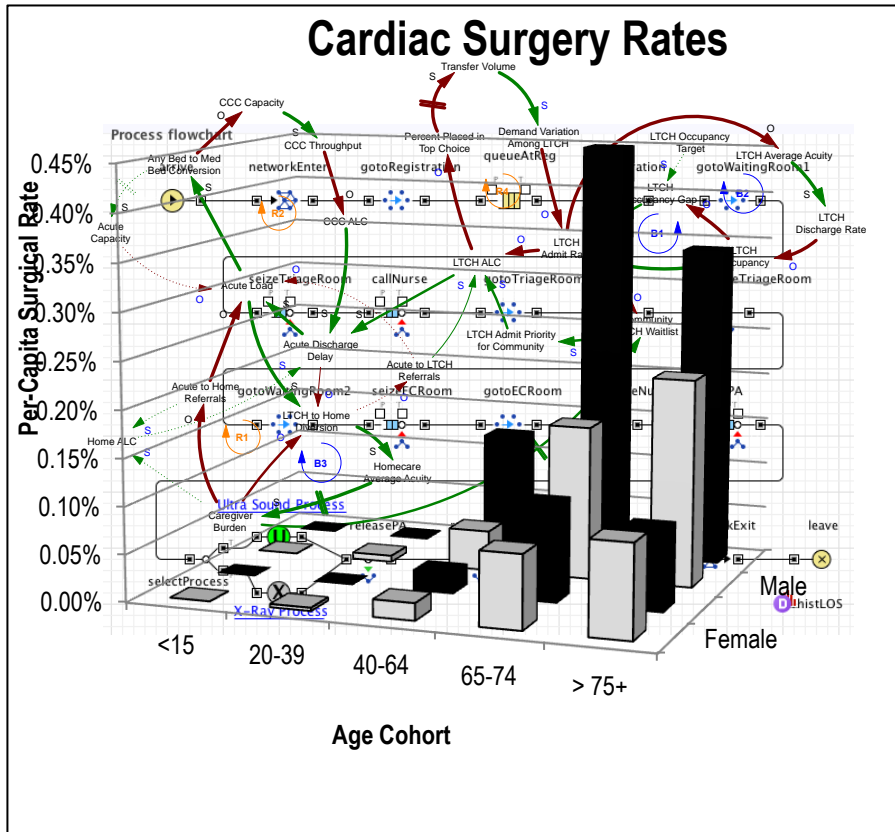
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# Going beyond intuition



Systems thinking

*...seeing, using connections*

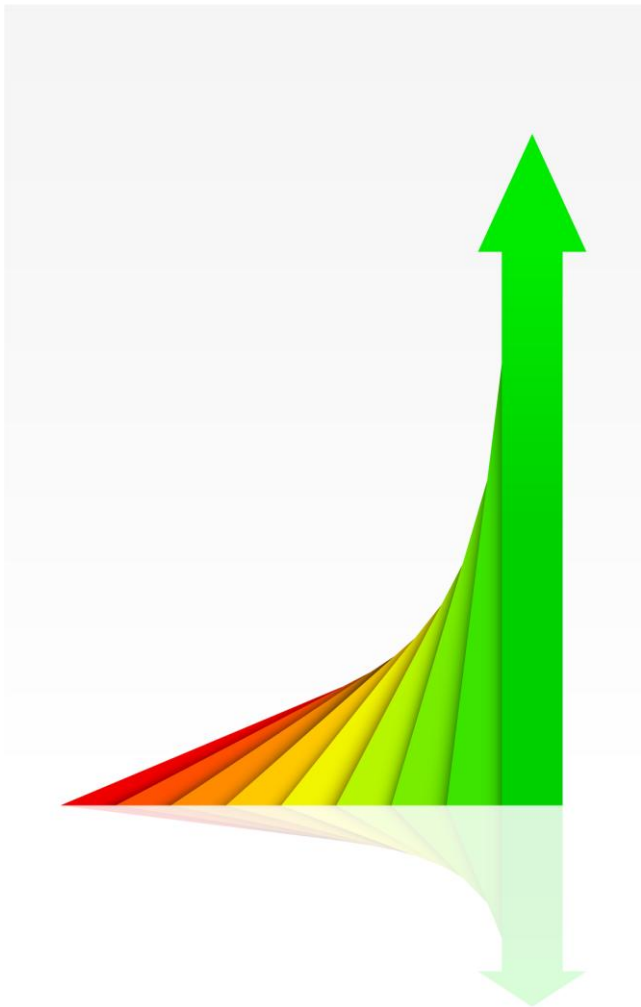
Robust design

*...scheduling, forecasting*

Better forecasting

*...seeing unexpected consequences.*

# 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

