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**On The Mend  
Revolutionizing  
Healthcare To Save  
Lives And Transform  
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Learning to Go See in the Gemba, Dr.  
Toussaint from the book

"Management on the Mend"

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Before you Begin your Transformation  
Journey, "Management on the Mend"  
20A VSM Uses - Ask and You Shall

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Receive - HEALTHCARE

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How a Management System will help  
Transform a Hospital, \"Management  
on the Mend\" **Disruptive Innovations  
to Integrate Health Systems: Onil  
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~~How Failure Can Help You Learn.~~  
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Women's health On The Mend Fabric  
Lace Book John Toussaint MD.,  
Discusses A Framework For Improving  
Healthcare 12 Things I Wish My  
DOCTOR Understood About



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Childhood Trauma *Body Electric*  
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[????????!] \ "Your Future Depends  
On It!\ " - **Ray Dalio** *Peter Schiff And  
Jim Rickards On Inflation, Economy  
And More Jim Rickards And Robert  
Kiyosaki On Gold, Bonds, Inflation,*

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*To Save Lives And  
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Economy And More Childhood PTSD  
and Loneliness -- How to Begin  
Healing Four Principles Lean  
Management - Get Lean in 90  
Seconds ARK INVEST JUST  
BOUGHT 10X MORE OF THIS  
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Japan - Amazing Cell Design Cynthia

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*Chung of Rising Tide Foundation  
discusses her research, journalism  
and passions Lean Simplified - Value  
Stream Mapping - Patient Scheduling  
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Ethics of Health Care Reform at  
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*Revolutionizing Surgical Training and  
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~~Project With Clare Omatseye On  
Health Matters A Celebration of Two  
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Healthcare to Save Lives and  
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Toussaint, MD, former CEO of

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TheaCare, and Roger A. Gerard, PhD, its chief learning officer, candidly describe the triumphs and stumbles of a seven-year journey to lean healthcare, an effort that continues today and that has slashed medical errors, improved patient outcomes, raised staff morale, and saved \$27

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million dollars in costs without layoffs.

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On the Mend." Revolutionizing Healthcare to Save Lives and Transform the Industry brings Chasm to reality. For leaders who wish to gain a real "feel" for what "top-down, bottom-up redesign of health care" entails at the local and regional level, this book is an essential guide.

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In "On the Mend: Revolutionizing  
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study, part manifesto, this  
groundbreaking new book by a doctor

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And a healthcare executive uses real-life anecdotes and the logic of lean thinking to make a convincing argument that a revolutionary new kind of healthcare — lean healthcare — is urgently needed and eminently doable.

~~On the Mend by John Toussaint~~

*Page 31/92*

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Goodreads ~~To Save Lives And~~

In *On the Mend: Revolutionizing Healthcare to Save Lives and Transform the Industry* John Toussaint, MD, former CEO of ThedaCare, and Roger A. Gerard, PhD, its chief learning officer, candidly describe the triumphs and stumbles of



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To save lives and transform the industry, a seven-year journey to lean healthcare, an effort that continues today and that has slashed medical errors, improved patient outcomes, raised staff morale, and saved \$27 million dollars in costs without layoffs. Find out:

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ThedaCare in Wisconsin is a mid-sized, not for profit healthcare provider with hospitals, clinics and nursing homes. ThedaCare has 20,000 hospital admissions each year. Toussaint describes its lean journey

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(2002-2009) in the book On the mend  
– revolutionizing healthcare to save  
lives and transform the industry.

~~On the Mend: How ThedaCare  
became a Lean hospital~~

"In everything we do, we help people  
lead healthier, happier lives. We do

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To Save Lives And  
Transform The Industry

this by revolutionizing the way  
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highest-rated, most robust, easiest-to-  
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On the Mend – Revolutionizing  
Healthcare to Save Lives and  
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Enterprise Institute, Cambridge (USA)  
(2010), p. 261

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~~Lean principles in Healthcare: an  
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Hill, 2004. 2.. John Toussaint and  
Roger Gerard, On the Mend:

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Revolutionizing Healthcare to Save Lives and Transform the Industry, Cambridge, MA: Lean Enterprise Institute, 2010. 3.. Samuel Smiles, Self-Help, London: John Murray Publishing, 1982. 4.. James P. Womack, Daniel T. Jones, and Daniel Roos, The Machine That ...

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~~Notes – The Toyota Way to Service  
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MENd Correctional Care, the company Dr. Leonard founded around the time of the board's sanction, has grown so vastly in the last decade that it now provides health care to about a third of

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of healthcare -- lean healthcare -- is  
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To Save Lives And describe the triumphs and stumbles of a seven-year journey to lean healthcare, an effort that continues today and that has slashed medical errors, improved patient outcomes, raised staff morale, and saved \$27 million dollars in costs without layoffs. Find out: \* How lean techniques of

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Value-stream-mapping and rapid improvement events cut the average "door-to-balloon" time for heart attack patients at two hospitals from 90 minutes to 37. \* What ThedaCare leaders did to replace medicine's "shame and blame" culture with a lean culture based on continuous

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Improvement and respect for people. \*  
How the lean principle of "building in  
quality at the source" broke down  
divisions among medical specialties  
allowing teams to develop patient care  
plans faster. \* Why traditional modern  
management is the single biggest  
impediment to lean healthcare. \* How

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the plan-do-study-act cycle coupled with rapid improvement events cut the wait time at a robotic radiosurgery unit from 26 days to six. \* How the lean concept of "one piece flow" saved time in treating ischemic stroke patients, increasing the number of patients receiving a CT scan within 25 minutes

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from 51% to 89%. \* How senior leaders at other healthcare organizations can begin their own lean transformations using a nine-step action plan based on what ThedaCare did -- and what it would do differently. Toussaint and Gerard prove that lean healthcare does not mean less care.

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On the Mend shows that when care is truly re-de  
Transform The Industry

Addressing the challenges involved in

*Page 55/92*

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Achieving standard work in health care, Getting to Standard Work in Health Care: Using TWI to Create a Foundation for Quality Care describes how to incorporate the most widely used Training Within Industry (TWI) method, the Job Instruction (JI) training module, to facilitate



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Hospitals have long relied on the heroics of one brilliant nurse or doctor to save the day. Such heroics often result in temporary workarounds and quick fixes that leave not only patients

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and quality care at risk, but also increase costs. This is the story of an organization breaking that habit. Like a growing number of healthcare organizations around the world, ThedaCare, Inc. has been using lean thinking and the principles of the Toyota Production System to improve

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quality of care, reduce waste, and become more reliable. But lean thinking was incompatible with ThedaCare's old top-down, hero-based system of management. Kim Barnas, former SVP of ThedaCare, shows us how she and her team created a management system that is

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stable and lean, to spur continuous improvement. Beyond Heroes shows the reader, step by step, how ThedaCare teams developed the system, using the stories of its doctors, nurses and administrators to illustrate. The book explores each of the eight essential components of the lean

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system, from front-line problem solving with the scientific method to daily team huddles and creating standard work for leaders all the way to the top of an organization. Finally, the author introduces four executives from healthcare systems across North America who have implemented

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The Care's system and share the lessons they learned along the way. Beyond Heroes is not just a call to action or an argument for a better healthcare system. It is a necessary roadmap through the rocky terrain ahead, one that healthcare leaders can customize to their special needs.

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Two renowned experts in healthcare transformation show how leaders are implementing behavior-driven strategies to ensure quality care and create lasting change. Healthcare is in the midst of a massive disruption. With financial structures in tatters and the

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future uncertain, this is the moment to begin the revolution. But first, leaders need to learn how to support staff at all levels as they make transformational improvements in care. This book demonstrates that real change is very personal and has to start at the top?whether you're an executive,



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governing board member, manager, or physician. A powerful new approach to healthcare leadership, this book showcases executives in health systems around the world as they: Practice behavior-based solutions to organizational problems Learn how to support continuous improvement Be

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more present in their leadership role  
Learn how to reflect and assess  
themselves as leaders Achieve better  
results for patients Drawing on a  
wealth of behavioral research, industry  
case studies, and personal insights  
from healthcare professionals, the  
authors explore how change actually

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happens—from the inside out, top to bottom, throughout the whole organization. You'll learn how healthcare systems led by people who are compassionate, principled, and engaged can undergo profound and lasting transformation. Find proven strategies for cultivating principle-

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driven behaviors that can turn the remotest possibilities on the healthcare horizon into a new working reality. This is more than a leadership guide to revolutionizing healthcare. This is about being a force for change that makes life better for patients, caregivers, and all stakeholders. If you

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To Save Lives And  
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Want to take the lead in making  
change happen, start with Becoming  
the Change.

For decades, the manufacturing  
industry has employed the Toyota  
Production System — the most  
powerful production method in the

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world — to reduce waste, improve quality, reduce defects and increase worker productivity. In 2001, Virginia Mason Medical Center, an integrated healthcare delivery system in Seattle, Washington set out to achieve its compelling vision to become The Quality Leader and to fulfill that vision,

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adopted the Toyota Production System as its management method.

Winner of a Shingo Research and Professional Publication Award!

Transforming Health Care: Virginia Mason Medical Center's Pursuit of the Perfect Patient Experience takes you on the journey of of Virginia Mason

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Medical Center's pursuit of the perfect patient experience through the application of lean principles, tools, and methodology. The results speak for themselves, including: An innovative patient safety alert system  
Reduction in professional liability insurance expenses Foundational



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changes that make it possible for nurses to spend 90% of their time with patients A computerized module that sorts through electronic medical charts and automatically identifies when disease management and preventative testing due Over the last several years Virginia Mason has become

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internationally known for its journey towards perfection by applying the Toyota Production System to healthcare. The book takes readers step by step through Virginia Mason's journey as it seeks to provide perfection to its customer – the patient. This book shows you how you use this

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In the late 1990s, treatment-related deaths or “complications” were the fifth leading cause of death for Americans. Spurred by the crisis, a group of dedicated physicians like

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Paul Batalden and Don Berwick made it their goal to study the concepts of “quality improvement” used at Toyota and NASA, and to apply them to the practice of medicine. This book tells their story, and how these “heretical” ideas have blossomed into a movement, bringing the focus back to

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where it should always been: the patient.

Potent Medicine could be the most important book on transforming healthcare ever published. Why? Because John Toussaint, MD, has dedicated his career to taking action

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that will leave our children with a better healthcare system than we inherited. This book is written for patients, insurance companies, policy-makers and those who work in a hospital or health system. Dr Toussaint has identified actions each group needs to take to make improvements to the

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system. For example true transparency means using words like death and risk and error. A patient evaluating a hospital for heart surgery needs to research a few simple measures of quality. \* Number of medical errors committed in a hospital yesterday, shown both as a number

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and a historical trend \* Number of  
surgical infections last month \*  
Number of people who come in with  
chest pains and die \* Percentage of  
people requiring this surgery who died  
in the hospital, and how many died  
within the last six months \* Average  
number of days to a full recovery



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Potent Medicine is the compelling follow-up to Dr Toussaints first book, On the Mend. The stories highlight the tragic consequences that occur when medical teams do not follow a patients progress and just pass them through the system. It offers practical advice from Wisconsin collaborative efforts

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To transform healthcare and deliver better patient value and is focused on these 3 elements: \* Delivery of care designed around the patient - using lean principles and methods to deliver care focused on patient needs \* Transparency of treatment quality and cost - making healthcare outcomes

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public for everyone \* Payment for  
outcome - move away from fee-for-  
service to a system that pays based  
on quality and efficient care Potent  
Medicine highlights the steps to  
achieving a quality healthcare system.

The debate over health care policy in

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the U.S. did not end when President Obama signed the landmark Patient Protection and Affordable Care Act (PPACA) on March 23, 2010. Since then, half the states have sued and federal judges have issued conflicting rulings about the law's constitutionality. In addition, the new

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Republican-controlled House of Representatives voted to repeal it, and Republicans have pledged to bring it up again during negotiations over the 2012 federal budget. The continuing controversies over PPACA are only one reason that Still Broken:

Understanding the U.S. Health Care

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System is a must-read for engaged citizens, policymakers, students, and scholars alike. The book takes a close look at our problems, proposes solutions to them, and explains how to navigate our political system to effect positive change. It will help readers: \*

Assess the arguments made by

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partisans on both sides of the continuing debate. \* Understand why President Obama was able to get Congress to pass a comprehensive reform bill even though most of his predecessors tried and failed. \* Understand why so many Americans are either confused about its value or

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actually oppose it. In the book's first part, Stephen M. Davidson paints a lucid picture of the way that the health system works and the forces that produced the monumental problems that we face today. Then, he makes a compelling case for overhauling our system, offering six elements for



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Inclusion in any plan for change.

Davidson devotes the last three chapters to a detailed examination of the politics of reform. This assessment will help readers to appreciate both the political achievement represented by passage of the new law and the reasons that opposition to the law

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remains so widespread, and despite all the good it does for the public. Whatever compromises, if any, are accepted by negotiators in the end, the book makes clear why, to fully solve the system's problems, the underlying goal must be to change incentives for all players who participate in the system and,

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finally, why this goal cannot be achieved by relying solely on market-based solutions. Davidson's captivating and persuasive book demonstrates that only a solution with a large public-sector role can lead us to real reform.

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