



# The Lean Memory Jogger for Healthcare

*Richard L. MacInnes, Mark L. Dean*

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Achieving Perfect Care requires a more than knowledge, it requires LEAN know-how. This book will explain what you need to know to apply lean methods to a Healthcare Enterprise s processes and workplace. The specific information you will learn includes the following:

- Concepts/definitions you need to know
- Skills you need to develop
- Tools you need to use
- Steps you need to take

Easily learn these steps and tools, and it will help you and your team work together, systematically toward your lean Healthcare Enterprise goals.

*The Lean Enterprise Memory Jogger for Healthcare* is your source for LEAN know-how in tackling the complexities of healthcare service delivery. You are provided insights and practical guidance through the Healing University case study indispensable know-how for learning how to...

- Use Enterprise Mapping to discover and diagnose *real pain points* in your healthcare processes.
- Focus on Healing and Business Pathways as value streams that matter most.
- Leverage value creation and value destruction definitions to assess service value.
- Use foundational lean methods to define service demand, perfect service execution, and optimize supply resources.
- Apply new methods such as Service Blueprinting to assess and enhance the customer healthcare experience.
- Execute the right lean goals and methods in the right order to achieve Perfect Care.

Finally a book crafted specifically for the challenges of the Healthcare enterprise, applying true lean doctrine. *The Lean Enterprise Memory Jogger for Healthcare* is supplemented by *The Lean Healthcare Implementer's Field Book*, providing insights useful to accelerating the Lean Transformation. Both books are guaranteed to become quickly worn and tattered from use.

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