



Leading the Lean Healthcare Journey: Driving Culture Change to Increase Value

Joan Wellman, Howard Jeffries, Pat Hagan

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Every healthcare organization can learn from Seattle Children's continuous improvement process, but this book is not an operator's manual. Instead, it is a challenge to everyone concerned with healthcare to reexamine deeply held assumptions. While it is commonly believed that improved quality, access, and safety, and an improved bottom line are mutually exclusive, Seattle Children's demonstrates that it quite possible to realize all these improvements concurrently. Written by remarkable change agents from the front lines at Seattle Children's and other forward-thinking organizations, this book discusses ways to transform key personnel into change agents and engage all staff in a patient-focused culture dedicated to eliminating waste and improving all aspects of quality and care.

Change agents from Seattle Children's Hospital, Jefferson Healthcare, and The Everett Clinic in Washington; Memorial Care in California; and Minnesota Children's Hospital and Clinics all make contributions to this book. Each one tells of challenges overcome through continuous improvement. Providing both example and inspiration, these organizations stand as proof that effective mindful change is feasible. Their stories of hard-gained progress is for healthcare professionals who have the willingness to look critically at their work and the tenacity to find better, less wasteful ways to deliver safe, high-quality care.

Seattle Children's Hospital will change your mind about what's possible.

Joan Wellman and her colleagues provide examples of dramatic performance improvements. Using their practical examples, you can be on your way to becoming a leader who transforms your organization, empowers your team, adds value, and saves lives.—**Ken Graham**, CEO, El Camino Hospital, Mountain View, California

... Pat Hagan and his colleagues tell a compelling story of change at an enormously prestigious institution It is a story of humility and the courage to go outside of healthcare to learn. ... while 10 years ago, lean in healthcare was interesting, today it is essential.—**J. Michael Rona**, Rona Consulting Group

Joan Wellman and co-authors Pat Hagan and Howard Jeffries are true pioneers in the lean healthcare world.

Their book... puts lean into the right context for healthcare leaders and change agents. ...Engaging and well-written, I recommend it highly.

—**Mark Graban**, author of *Lean Hospitals: Improving Quality, Patient Safety, and Employee Satisfaction*

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