



## On the Mend: Revolutionizing Healthcare to Save Lives and Transform the Industry (Hardback)

By John Toussaint

Lean Enterprise Institute, US, United States, 2010. Hardback. Condition: New. Language: English . Brand New Book. Part case study, part manifesto, this groundbreaking new book by a doctor 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. 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 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 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 improvement and respect for people. \* How the lean principle of building in quality at the source broke down divisions among...



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