



Patient satisfaction
Cost effectiveness
Exceeding Regulatory Demands
Efficiency of environments
Improved Reimbursements
Market Share
Staff and Physician Retention
Technology Use and Adoption
Measurable, Replicable Improvement

ZERO compliance violations
ZERO diverts
Profitable Delivery of Care

ZERO lawsuits
Explosive MARKET SHARE growth
Recognized LEADERSHIP in Patient and MD Satisfaction

How do I achieve all of these?



My biggest concern is what to do with the \$1M in cash, 22,400 department man hours and 3 redeployed people gained from our Lean Implementation in CSPD. We applied lean to our surgical instrument and supply process to reduce the inventory we BUY, HOLD , REWORK by 10.8%. We continue to satisfy 28.5% more cases, in 6 hours less per day”



A patient can wait 3-5 times longer than expected, promised or planned. No more. “In PAT, applying lean has allowed physicians and staff to serve the patient in less time than ever before, under 6 minutes for lab and 60 minutes for check-in to check-out. Our Capacity has improved by 50% and Customer and Physician Satisfaction are at a record high...in only 60 days” *Manager - Pre Admissions Testing*



When we looked at what a patient or physician goes thru in a day, we found nearly 70% of the time spent does not include the delivery or receipt of care. This WASTE has caused an average patient to be moved 3 times before arriving in their intended bed and cancellation of over 50 surgeries per month. Knowing this, we have reason and focus to change. This year alone, we will train hundreds of care providers to be a part of the change. “

Chief Nursing Officer



Seek, Search, Find. How does that help me and the physicians make you better? It doesn't. We have learned to see differently. We measure in seconds not days, we ask why instead of who. In this environment seconds count and everyone counts.