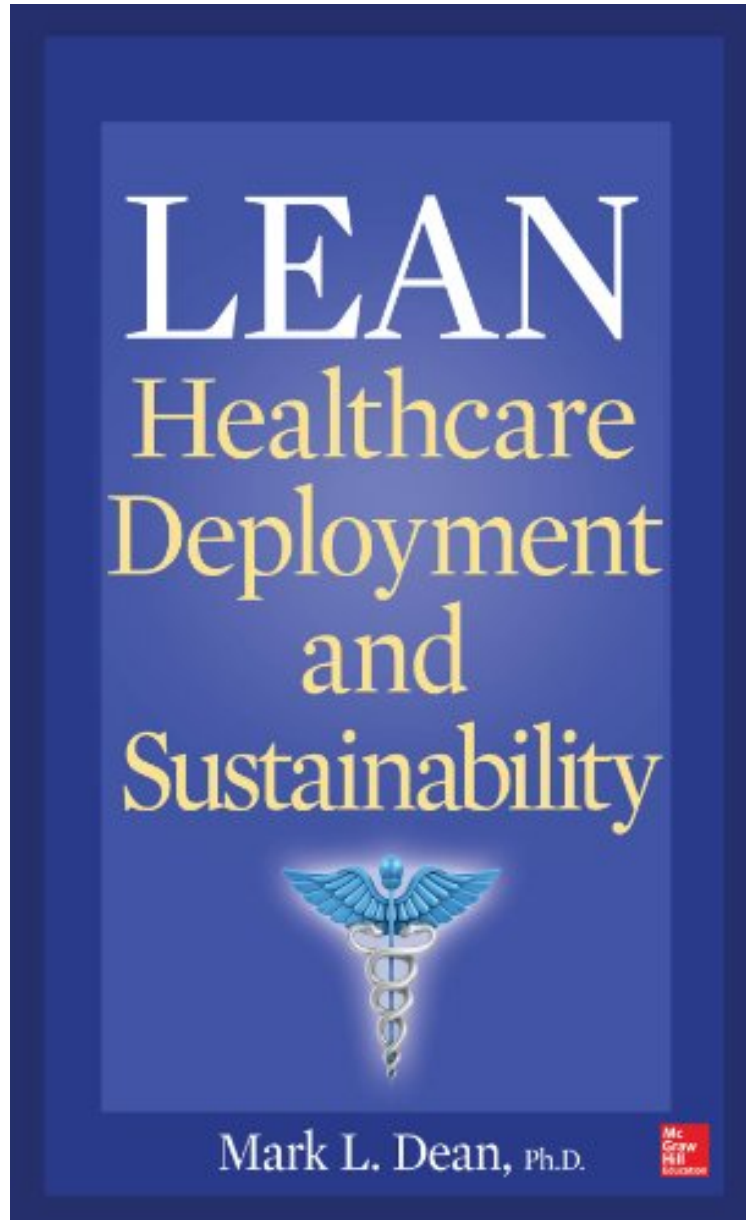


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# Lean Healthcare Deployment and Sustainability

*Mark L. Dean*

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**Mark L. Dean : Lean Healthcare Deployment and Sustainability** before purchasing it in order to gage whether or not it would be worth my time, and all praised Lean Healthcare Deployment and Sustainability:

2 of 2 people found the following review helpful. A Must for Healthcare Process Improvement LeadersBy Mike Mabry, TPS Champion, Toyota Motor Manufacturing North AmericaLean Healthcare Deployment and Sustainability is an absolute must have for every lean devotee's library. The book, written by long-time healthcare administrator and

consultant Dr. Mark Dean, breaks down the lean delivery system in easy to read, detailed steps. Dr. Dean's experience in helping healthcare professionals improve their facility or practice is evidenced by his examples and supporting diagrams. As a practitioner of TPS for more than 25 years I can attest that Dr. Dean's step by step account of the lean methodology is accurate and true to its origin. His application of lean to healthcare makes this a valuable volume for administrators, providers, and process improvement leaders in hospitals and physician practices. As healthcare becomes focused on the dual responsibility of service excellence and financial stewardship this book will help guide a wide spectrum of healthcare professionals to that target. I highly recommend this source book to healthcare process improvement teams.

5 of 5 people found the following review helpful. A must read for Health Care Professionals and Professional Consultants focused on that Industry

By john j speaker I have just finished reading "Lean Healthcare Deployment and Sustainability". A significant departure from Dean's previous work. This treatise emphasizes much of the "how" while his earlier work stressed the "why" of applying Lean/Sigma principles in a healthcare environment Overall an excellent read for those who have tried or pondered how to apply the often dispassionate approach of Lean/Sigma to the compassionate and sometimes hectic world of modern health care and hospitals. Dean's introduction of the "Healing Pathways" concept and the generous use of relevant examples and illustrations makes this a book you will read and keep on your desk vice your bookshelf.

1 of 1 people found the following review helpful. Hard to get through ...where is the excitement?

By M. J. Williquette I have read many lean books: Lean Solutions by James Womack and Daniel Jones, Learning to See by Womack and Jones, Lean Turnaround by Art Byrne, Lean Thinking by Womack and Jones, The Toyota Way by Jeffrey Liker, and many others. I have also read The company that Solved Health Care. These are all excellent books and build on each other not because different authors collectively attempted to do so but because of the simple direction of lean thinking. Lean Healthcare Deployment and Sustainability was very difficult to get through (it is not my lack of ability - I read one business book per week.) I was expecting a book that gave lean principles and showed the fantastic results of actual businesses that learned to think lean and put it into practice. I was very disappointed. If this were my first lean book I would NOT have been excited enough to take the lean walk toward better health care. I will continue my search to find a book that gives justice to lean thinking by providing examples along with ideas on how to change health care for the better.

#### Best Practices for Achieving the Full Benefits of Lean in Healthcare A Doody's Core Title for 2017!

In this new book, Dr. Dean does a masterful job of transitioning from the lean leadership concepts he conveyed in "Healing Healthcare: A Leadership Journey" into a practical how-to prescription of Lean in healthcare. I highly recommend this book to everyone who is serious about implementing sustainable, grass-roots improvement in daily operations.

- Tom Gessel  
President/CEO  
Mercy Regional Medical Center  
Centura Health

As most of us have learned, coming up with ideas for improving operational performance and cultural transformation is the easy part. Deploying and sustaining them is the hard part. Dean provides a practical how-to guide for doing just that, and it applies to every industry. This book is the "How" to the insightful leadership approach Dean's first book "Healing Healthcare." Highly Recommended.

- David Graffy  
President  
ProLift Industrial Equipment

From the Author  
Hi, this book is intended to complement my first book, "Healing Healthcare: A Leadership Journey." The Healing Healthcare book takes the form of a story, and is about a healthcare CEO that inherits a badly broken system. Under the guidance of a sage and experience mentor, he successfully transforms the system by engaging his leadership team and the entire staff to help standardize best practices across the organization. The Healing Healthcare book captures the many leadership lessons I have learned over the years from my many good teachers, and is meant to convey the "why" and "what" of leading an organizational transformation and sustaining operational excellence.

This current book, as its name denotes, is a more practical handbook that contains the "how." It includes step by step guidance for the identification of organizational priorities, their alignment with strategically important goals and objectives, their deployment, and importantly - sustainment of the gains. It also includes a chapter that provides a practical approach for implementing and sustaining the goals and objectives developed as part of an organization's strategic planning process.

Both books are enhanced by the concept of "Healing Pathways," which are defined as "Value Streams through which patients flow." The concept of Healing Pathways builds on the value stream model prevalent in industry by adding explicit consideration of the patient's perspective. The book provides a step by step guide for conducting a Healing Pathway Analysis that includes this crucial patient perspective. I hope you find these to be of use to you as we in the industry continue to address the

challenges of delivering safe, patient centered, and economical healthcare. Sincerely, Mark Dean, PhD

**About the Author** Mark Dean, Ph.D., is an innovative thought leader and seasoned executive with over 30 years' experience in healthcare, government, academia, and industry. He holds a doctorate in clinical psychology and master's degrees in electrical engineering and management. Dr. Dean has successfully guided healthcare, engineering, manufacturing, and service organizations in their pursuits of organization excellence by facilitating the development and implementation of leadership systems that integrate strategic, operational, and quality improvement initiatives. He is the author of *Healing Healthcare: A Leadership Journey* (Goal/QPC, 2012).