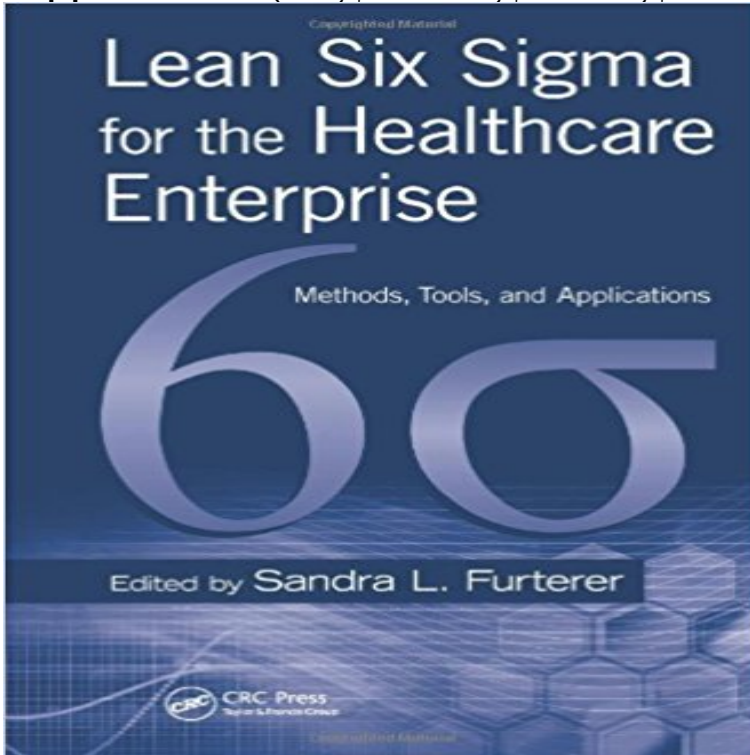


# Lean Six Sigma for the Healthcare Enterprise: Methods, Tools, and Applications (Engineering Management Series)



Based on the editors experience developing and deploying the Enterprise Performance Excellence (EPE) program at Holy Cross Hospital in Fort Lauderdale, Florida, Lean Six Sigma for the Healthcare Enterprise: Methods, Tools, and Applications details real-world Lean Six Sigma tools and DMAIC problem-solving methodologies that can improve the healthcare industry. A detailed description of how to apply Lean Six Sigma in the healthcare industry, the book describes the Enterprise Performance Excellence Improvement methodology, which provides an enterprise-wide prioritization and value-chain view of healthcare. The book offers real-world healthcare applications that show significant results on throughput, capacity, operational and financial performance, and detailed examples of how Lean Six Sigma tools were applied. These examples demonstrate Six Sigma, DMAIC, and EPE problem solving approaches to healthcare and physician medical practices. With case studies that illustrate how the tools integrate to improve the processes and eliminate root causes of problems, the book covers: Pareto analysis Cause and effect analysis Failure mode and effects analysis Statistical process control SIPOC Process flowcharts Project management tools Lean tools such as 5S, 8 wastes and 5 Whys Theory of Constraints bottleneck reduction and systems thinking The case studies include a wide variety of processes and problems including emergency department throughput improvement, OR case on-time starts and turnaround, applying 5S to improve hospital department organization, diagnostic testing process improvement, linen loss reduction and sepsis protocol design. The book presents a step-by-step walk-through of real-world Lean Six Sigma projects that healthcare providers struggling with shrinking revenues and rising costs can use to improve operations.

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