THEDACARE
CENTER FOR
HEALTHCARE VALUE

Targeting Value, Spreading Change

Our Expertise

APPLYING LEAN TO IMPROVE PATIENT VALUE

Join Michael Orzen, co-author of *Lean IT, Enabling and Sustaining your Lean Transformation,* an experienced Lean practitioner and coach.

Experience a combination of classroom education, exercises, discussion, reflection, and a "gemba" walk to ThedaCare's IT department to understand how they partnered with business units and clinical areas to accelerate their Lean transformation.

Enterprise and IT leaders can benefit by learning how Lean principles can drive the transformation of the IT function to enable value-based improvement in the organization.

Does IT Help or Hinder?

As the healthcare environment changes, provider organizations, particularly those undergoing a Lean transformation, need better access to actionable information that will enhance their ability to deliver value to patients and families. IT resources must to be deployed in a flexible and effective way to assure enterprise priorities are supported and information is delivered in a manner that supports organizational goals. Frequently, assignment of IT resources is not linked to operational strategies, and information within organizations is managed in silos. In contrast, patient value flows horizontally and must be managed by linked process or value streams. IT must play an enabling role in this evolution from isolated care silos to integrated processes focusing on patient value.
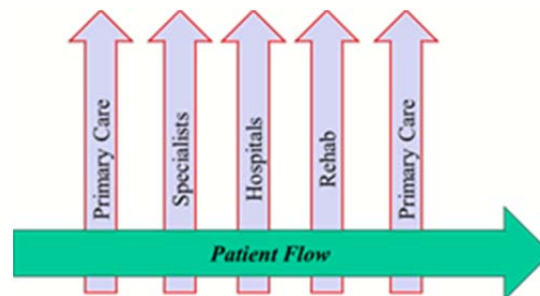
Unleash the Power of IT

A large majority of IT resource is spent maintaining existing systems and on firefighting leaving scant capacity for value based improvement work. This situation creates a backlog of projects competing for resources, and results in operational areas feeling their performance is constrained by the lack of support from IT. On the other side of the fence, IT is often treated as a vendor rather than as a business partner, excluded from planning activities and only marginally aware of clinical and operational goals. Thus positioned, IT establishes priorities and resources projects in isolation based on what they know – which is often simply not enough. Both sides know they can, and must, do better.
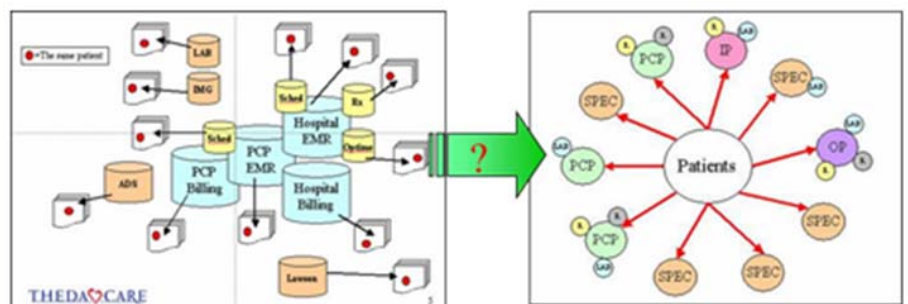
Break Down the Silos, Deliver Value

Leadership based on Lean principles, including scientific thinking, contributes to breaking barriers and to help operational, clinical and IT areas communicate and collaborate to leverage technology and information systems to bring more value to the patient, faster.

Session Objectives

At the end of this session participants will:

• Understand the operational principles that drive Lean transformations.
• Learn how to practice scientific thinking for team-based problem solving.
• Learn how visual management can improve performance and state a clear case for IT's value.
• Understand how to optimize work processes in IT and the enterprise.
• Witness application of lean for project intake management and prioritization.
• Build a roadmap for the Lean transformation of IT to enable and enhance value delivery by the organization.