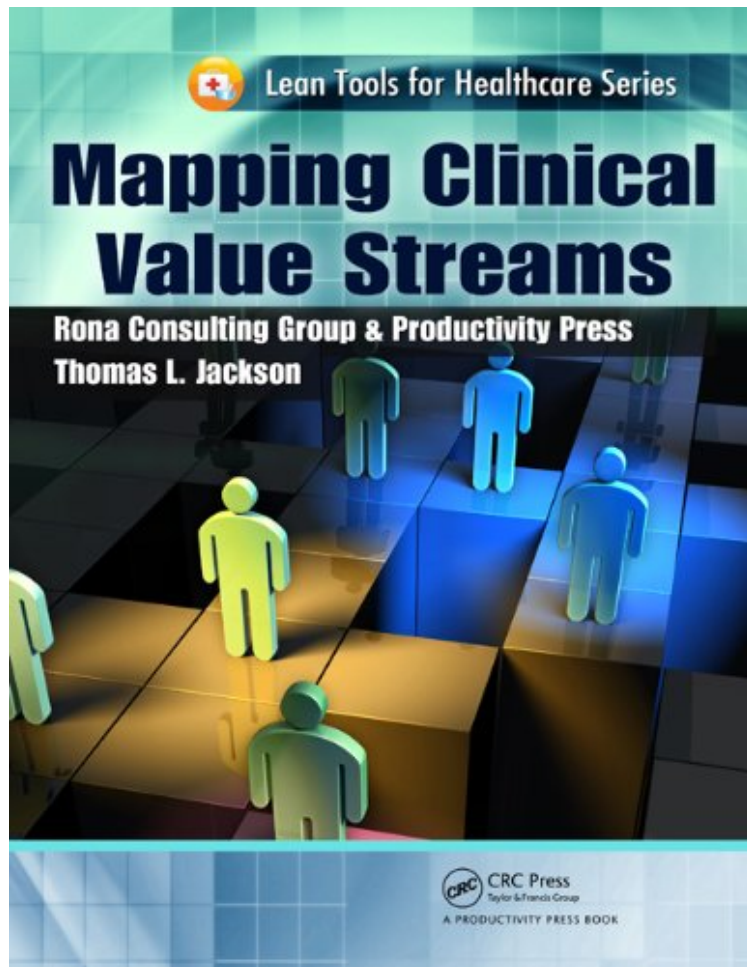


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## Mapping Clinical Value Streams (Lean Tools for Healthcare Series)

*Thomas L. Jackson*

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**Thomas L. Jackson : Mapping Clinical Value Streams (Lean Tools for Healthcare Series)** before purchasing it in order to gage whether or not it would be worth my time, and all praised Mapping Clinical Value Streams (Lean Tools for Healthcare Series):

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Tens of thousands of patients die unnecessarily every year as a result of errors and defects in our healthcare processes. Those that survive often pay too much for the privilege. The value stream mapping methods described in Mapping Clinical Value Streams will help you achieve more efficient health care processes and will pave the way to an improved medical system with significantly reduced medical errors and other costly waste.Part of the Lean Tools in Healthcare series, this user-friendly book will help you understand how to use value stream mapping to provide

quality, patient-centered care. Value stream mapping is a powerful tool for observing and depicting processes as they truly are—and for envisioning and reconfiguring the same processes to eliminate errors and other waste. With this book, you'll learn how to: Map current-state processes Create a future-state map with processes streamlined through "flow" and "pull" Manage the rollout of your future state with "A3" project plans Presented in a highly organized and easy-to-assimilate format, the book includes examples from actual healthcare processes, plus numerous illustrations and margin assists that call your attention to key points. Value stream mapping icons make it easy to see and understand the ebb and flow of healthcare processes. Each chapter also includes a summary for quick review. Throughout the book you will be asked to reflect on questions that will help you apply these concepts and techniques to your own workplace. To be competitive in today's marketplace, you cannot afford to leave processes unexamined, or let them become haphazard. You must apply conscious, quality attention to continuously see and fix your healthcare processes. In *Mapping Clinical Value Streams*, Shingo Prize-winning author Thomas L. Jackson shows you how.

**About the Author** Tom Jackson, JD, MBA, PhD is the former CEO of Productivity, Inc. and Productivity Press. He is also a member of the influential Ford Lean Advisory Group. Tom has been a student of Lean enterprise since 1988, when he co-edited Hiroyuki Hirano's *JIT Factory Revolution* for Productivity Press and reworked two chapters of Yasuhiro Monden's groundbreaking *Japanese Management Accounting*. Looking at pictures of Japanese factories and reading about how differently the Japanese count their money, Tom became so fanatical about Lean that he left his comfortable position as a professor of business at the University of Vermont to start his own Lean consulting company—in Malaysia! There he learned that the powerful techniques of Lean enterprise—JIT, SMED, TPM, kanban, etc.—only half the story of Toyota's great success. The other half of the story was hoshin kanri (aka the "balanced scorecard") and a revolution in the structure of modern business organization. In 2005, Tom started applying Toyota's operational and management methods in healthcare in a small rural clinic in Seward, Alaska. In 2008, Tom decided to trade his Levi Dockers for a pair of black scrubs and joined Mike Rona, former President of Seattle's Virginia Mason Medical Center, as a partner in the Rona Consulting Group, where he and Mike are "transforming healthcare and pursuing perfection." In 2007, Tom was awarded a Shingo Prize for his book, *Hoshin Kanri for the Lean Enterprise*.