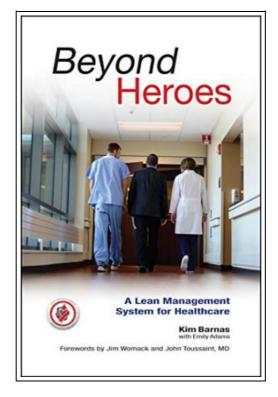
# Beyond Heroes: A Lean Management System for Healthcare (Hardback)



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### Reviews

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(Hunter Witting)

#### BEYOND HEROES: A LEAN MANAGEMENT SYSTEM FOR HEALTHCARE (HARDBACK)



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Thedacare Center for Healthcare Value, United States, 2014. Hardback. Condition: New. Language: English. Brand New Book. Every healthcare system in the United States should master the ideas in this book and practice them every day. If they did, we would see a revolutionary improvement in medical care outcomes and massive cost reductions. - Paul O Neill, 72nd Secretary of the U.S. Treasury Beyond Heroes explains how the ThedaCare Health System, based in Northeast Wisconsin, transformed their culture by redesigning their system of daily management. Hospitals have long relied on heroics to save the day - on one brilliant nurse or physician to fix the problem at hand. The result is a lot of people rowing in opposite directions, putting safety and quality at risk while increasing costs. This is the story of an organization breaking that habit. Beyond Heroes shows the reader, step by step, how ThedaCare teams developed their management system, using the stories of its doctors, nurses and administrators to illustrate. The book explores each of the eight essential components of the lean system: Team Huddles Managing to Established Standards Problem Solving Transparency Advisory Teams Scorecards Standard Work for Leaders Physician s role in a Business Performance System What you will learn about a lean management system: Create and sustain a system of continuous improvement aligned with strategic goals Cascade information effectively throughout the organization Implement a system where employee coaching and mentoring can occur on a daily basis Build standard work for executives in gemba to support daily continuous improvement Beyond Heroes is a practical and helpful guide for all leaders in healthcare. It fills a wide gap in the lean literature, and offers applicable steps for leaders no matter where they are in their improvement journey. - Maureen Bisognano, President and CEO of the Institute...



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