



How Lean Thinking Helps Hospitals

Mark Graban

Mark Graban is a Senior Fellow at the Lean Enterprise Institute and author of the Shingo Prize-winning book *Lean Hospitals: Improving Quality, Patient Safety, and Employee Satisfaction*.

Previously, Mark worked as a consultant for numerous healthcare organizations across North America and in the United Kingdom. He taught and led teams of hospital personnel across multi-month lean transformation engagements in departments including laboratory, radiology, primary care, and nursing settings. Working with managers and senior leaders, these hospitals developed a track record of sustaining their lean improvements and also instilling a culture of continuous improvement and kaizen.

With a background in Industrial Engineering, Mark first learned and practiced lean in various manufacturing industries, learning how lean concepts and management methods could be translated into different settings.

Mark has a B.S. in Industrial Engineering from Northwestern University and an M.S. in Mechanical Engineering and an M.B.A. from the Massachusetts Institute of Technology's Leaders for Global Operations Program.

An in depth discussion with real world examples of waste and problems in healthcare and how lean methods and lean management can be effective countermeasures.

- How lean models of management, leadership, and culture can lead to more improvements than tools alone.
- How you, as a lean manufacturing leader, can get involved in healthcare as a volunteer, a board member, or as a new career.