ThedaCare: System Strategy

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Lean Management Results

- Improve process efficiency and productivity
- Reduce waste and cost
- Increase customer satisfaction

Enhance Employee Engagement

- Implement feedback mechanisms to encourage employee participation
- Provide opportunities for professional development
- Recognize and reward employees for excellence

Culture

- Foster a culture of continuous improvement
- Encourage teamwork and collaboration
- Promote a customer-centric approach

Case Competition: Community Medical Center

The following are our solutions to create a culture that is more accepting of the continuous improvement of operational processes and patients. Our approach includes:

- Establishing a "Change Team"
- Enhancing process efficiency and productivity
- Providing opportunities for professional development
- Recognizing and rewarding employees for excellence
- Cultivating a culture of continuous improvement
- Encouraging teamwork and collaboration
- Promoting a customer-centric approach
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Lean Management Results
- Virginia Mason Medical Center started implementing the Lean Management strategy in 1993 and they saw increased results within just a two-year period for healthcare improvement, 2000.

Enhance Employee Engagement
- It is very important that managers demonstrate their commitment to developing teams, skills, and maintaining accountability for meeting those needs and knowing what a successful team looks like. (Burger & Schlosser, 2014). When hiring, new employees make sense of fairness, select, and hire the best employees. (Ganger & Schlosser, 2014).

Culture
- Implement a “Lean Management” way of thinking: eliminate waste, time, money, and energy in health care. Create a system that is efficient, effective, and truly responsive to the needs of patients (Institute for Healthcare Improvement, 2005).

Case Competition: Community Medical Center
The following are our solutions to:
- Create a culture that is more accepting of the command center and this new system of patient flow by implementing Lean Management.
- Increase levels of innovation and change.
- Enhance employee engagement.

Establishing a "Change Team"
- By appointing a team of leaders who champion as well as lean into the systems, the "Change Team" will lead to the smooth passage of the command center through various levels in the organizational structure.
- The goal of implementing a Lean organizational Change Team is to provide the following:
  --Build a basis for change
  - Strengthen the system
  - Mingle organization

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Case Competition

Management 110
Fall 2014
Team 25
Alexa Ude
Caitlin Riley
Kirsten Ward
Felipe Vazquez
Ramda Thongspraith

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Case Competition: Community Medical Center

The following are our solutions to:
- create a culture that is more accepting of the command center and this new system of patient flow by implementing lean management
- increase levels of innovation and change
- enhance employee engagement.

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Culture

Implement a "Lean Management" way of thinking
- Eliminate wasted time, money, and energy in health care.
- Create a system that is efficient, effective, and truly responsive to the needs of patients (Institute for Healthcare Improvement, 2005)

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(Institute for Healthcare Improvement, 2005)
Lean Management Results

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Delivering Value

-Cycle of "listening and responding, as the customer’s evolving needs reveal new opportunities to attack waste, create new worth, and build competitive advantage” (Jacquemont, 2014).

-Have patients take surveys

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(Wake Health, 2014)
Enable Employees

Managers need to be:
- knowledgeable about "lean management"
- lead by example
- make sure work gets done in a timely manner
- knowledgeable of mission statement and accomplish the goal
- focus on the importance of the command center

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"aligns individual goals to the strategy and vision, with the result that people fully understand their role in the organization and why it matters" (Jacquemont, 2014)

Theda Care holds Event Weeks
One week focused on respecting patients and co-workers.

Respect

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(Institute for Healthcare Improvement, 2005)