



# Achieving Excellence in Healthcare Through Lean

Is there any single concept or Strategy addresses  
All the following challenges in Healthcare Segment ?

- Patient waiting Time
- Improvements in Patients inflow
- Inventory of valuable medicines
- Lead-time for Billing, Lab Reports etc..
- Customer Satisfaction Levels
- Prescription Accuracy
- Better utilization of critical resources
- Infections in Critical Care units
- Error prevention
- Employee Motivation and Involvement
- Process Approach
- Highly Disciplined and Organized place



5S | 7 Wastes  
Kanban  
Value Stream Mapping  
QCO  
Heijunka  
Kaizen | Quality@source  
Multi skill

## What is Lean ?

"Lean Production ,also known as the Toyota Production System, means doing more with less –

less Time, less space, less human effort, less Machinery, less materials – while giving customers what they want"

"A strategy that focuses on relentless elimination of wastes with the objective of making every step, task, & activity creates value for the customers".

Lean in Health care is becoming very popular across the globe.  
Be the first one to adopt and reap the benefits

### Some of the Proven results after implementing lean in Hospitals

- Reduced patient waiting times
- Reduced Turn-around time for lab reports
- Improved Customer satisfaction levels
- Increased utilization of Operation theaters
- Increased Turnover of beds
- Increased prescription accuracy
- Optimization of Inventory
- Reduced Errors
- Improving process/safety for medication administration
- Reduction of infections in critical care units
- Reduction of response time for treatment

For more details and implementation support, please contact



info@ssbts.in | +91 98863 18437 | www.ssbts.in

Seven Steps Business Transformation Systems

# 19, Nisargal 10<sup>th</sup> Cross | Vijaya Bank Colony | Off Basavanapura Main Road | Devasandra | K R Puram | Bangalore – 560 036