

The Center's Expertise



As the Center's founder and president, John Toussaint, MD, has the experience and passion to help you drive a lean cultural transformation. From 2000–2008, Dr. Toussaint served as president and chief executive officer of ThedaCare, a four-hospital health system in Appleton, Wis.

During his tenure, Dr. Toussaint introduced the ThedaCare Improvement System (TIS), which is derived from the Toyota Production System. This model of continuous improvement helped save millions of dollars by reducing medical errors, improving outcomes and delivering better quality care at a higher value.

ThedaCare and Dr. Toussaint's work have been featured in Health Affairs, the Wall Street Journal, the New York Times, Modern Health Care, Health Management Technology and Harvard Business School case studies. Additionally, Dr. Toussaint is asked to speak all over the world on lean and the topics of quality and efficiency in health care.

What Keeps You Up At Night?

So, you want to change your organization's culture to one of continuous improvement. You've taken the first steps, and now you're stuck.

1. *How can we sustain this effort?*
2. *What if the physicians won't support it?*
3. *How do I lead the transformation of an entire culture?*

Leaders at the ThedaCare Center for HealthCare Value have been in your shoes. We've learned some valuable lessons and we want to share them.

Ten years ago, CEOs in your position were forced to look to the manufacturing sector for advice on implementing lean. No one had yet figured out how to apply lean principles in our industry. Through the ThedaCare Center for Healthcare Value, you now have the opportunity to talk with and learn from someone who's lived lean in the healthcare world.

You already understand the value of continuous improvement to reduce waste. Now, take advantage of learning from peers who have walked the journey for years.

Reap the Benefits of Our Experience

Take advantage of and learn from the Center's credibility and ThedaCare's proven track record and reputation. How will you benefit?

- Gain a deeper understanding of your role and the behaviors that are required of a senior executive in leading a lean organization
- Learn insights on how to address the most challenging issues you are facing now or will be facing on the transformation journey
- See firsthand, how front-line employees are using lean tools to solve problems, and how managers are creating a work environment for daily improvement
- Return to your organization with concrete next steps for your journey

*See page 2
for Cost &
Scheduling*

"The visit expanded the minds and thoughts of our team. We were able to see firsthand how a focused approach to problem solving translates into tangible results."

— Executive team member,
Two-hospital health system, Ohio

THE DEDICATED CARE[™]

CENTER FOR HEALTHCARE VALUE

Targeting Value. Spreading Change.

Scheduling & Costs

SCHEDULING

Two-day visits are available twice a month on Thursdays and Fridays, beginning in Jan. 2010.

COSTS

Initial two-day visit and 30-day follow-up phone conversation:

- \$1,200 per person for up to 8 people
- \$10,000 total for 9-12 people

Access to regular Webinars and monthly phone strategy sessions:

- \$12,000
- Webinars feature pre-determined themes around lean. The phone sessions will focus on specific lean implementation themes based on your needs and questions. Renewable on an annual basis.

To schedule a visit for your team, go to www.createhealthcarevalue.com.

Program Agenda

The Center's program offers two days of discussion, feedback and Q&A about leading a cultural transformation in your organization. See firsthand the proven processes used at ThedaCare. Discover effective strategies to engage physicians and employees. Learn from our trial and error over the years.

Thursday

9 a.m.–5 p.m.

Session begins (Start times flexible based on travel arrangements; for details on amenities visit the Center's Web site)

Overview of the ThedaCare's Lean Transformation Journey and lessons learned

Gemba visits at ThedaCare hospitals or physician clinics (Specific sites TBD)

In the gemba visits, you and your team will see continuous improvement in specific units, departments or sites. Discover how we involve staff to see problems, implement countermeasures, measure progress, and sustain improvement over time.

Dinner and discussion with Dr. Toussaint and key ThedaCare leaders

Friday

8 a.m.

Report Out and Celebration

The focus of visiting Report Out is to help senior executives understand how to create a culture of continuous improvement. You will learn how ThedaCare uses this forum to build staff and physician excitement for improving care.

9:30–11:30 a.m. Final discussion and Q&A

Dr. Toussaint and Center staff will answer questions from visiting executives regarding their experiences at ThedaCare, and will facilitate the team's development of a Plan-Do-Study-Act document. This document will be used during the 30-day follow-up call to measure progress toward organizational change.