Data, Research and the Power of Metrics for…

Driving Innovation and Telling our Stories
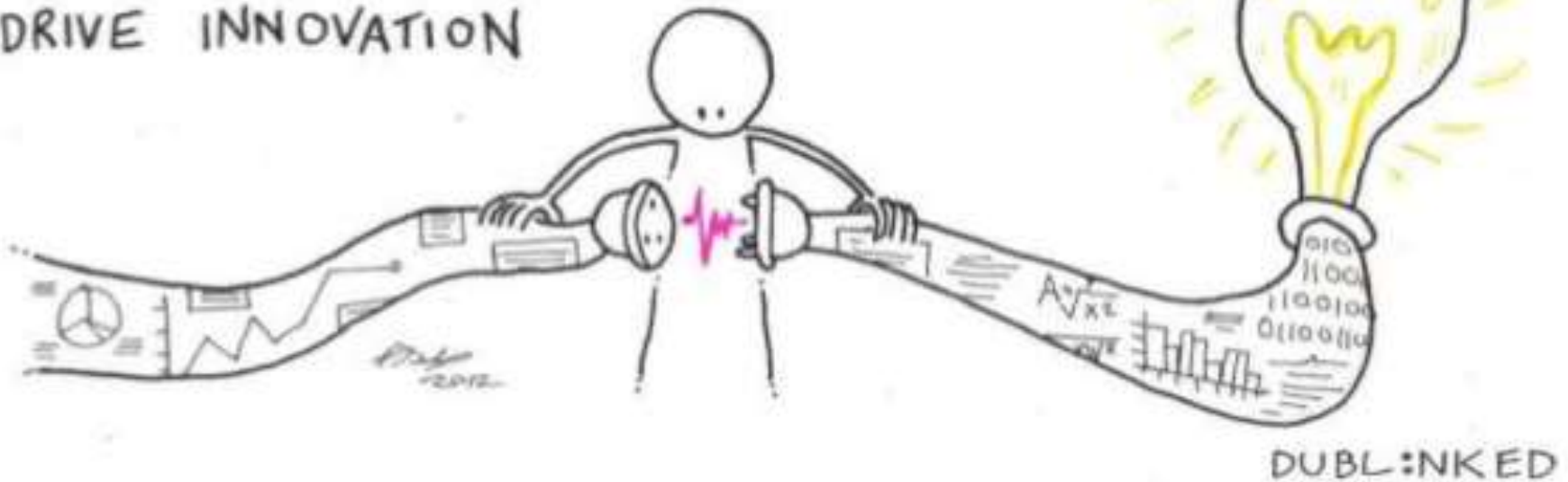
**HEARTLAND ALLIANCE**
ENDING POVERTY

# The Toyota Production System
## "Lean" Healthcare Cultural Transformation

**Highest Quality Care in Healthcare Service**

**Continuous Improvement**

**Human Centered Work**

**Just in Time**

**Built in Quality**

**Problem Solving**

5s Workplace Organization | Standardization | Visual Management

**Continuous Improvement**
- PDSA
- Kaizen, Quick Changeover
- Elimination of Waste
- Measurables

**Just in Time**
- Take Time
- Level Schedule
- Full System, Kanban
- Flow
- Multi-skilled Personnel

**Standardization**
- Standardized Work
- Elimination of Searching
- Visual Controls

**Customer Satisfaction**
- Superior Patient & Physician Experience
- Value Perceived in All We Do

**Human-centered Work**
- Lean Culture
- Communication
- Support for the Value Adder

**Built In Quality**
- Quality Standards
- Error Proofing
- Andon

**Problem Solving**
- Eliminating Workarounds
- Determining Root Cause
- A3 Process

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# Telling your Story with Data

# Your Goals will Lead you to Your Data
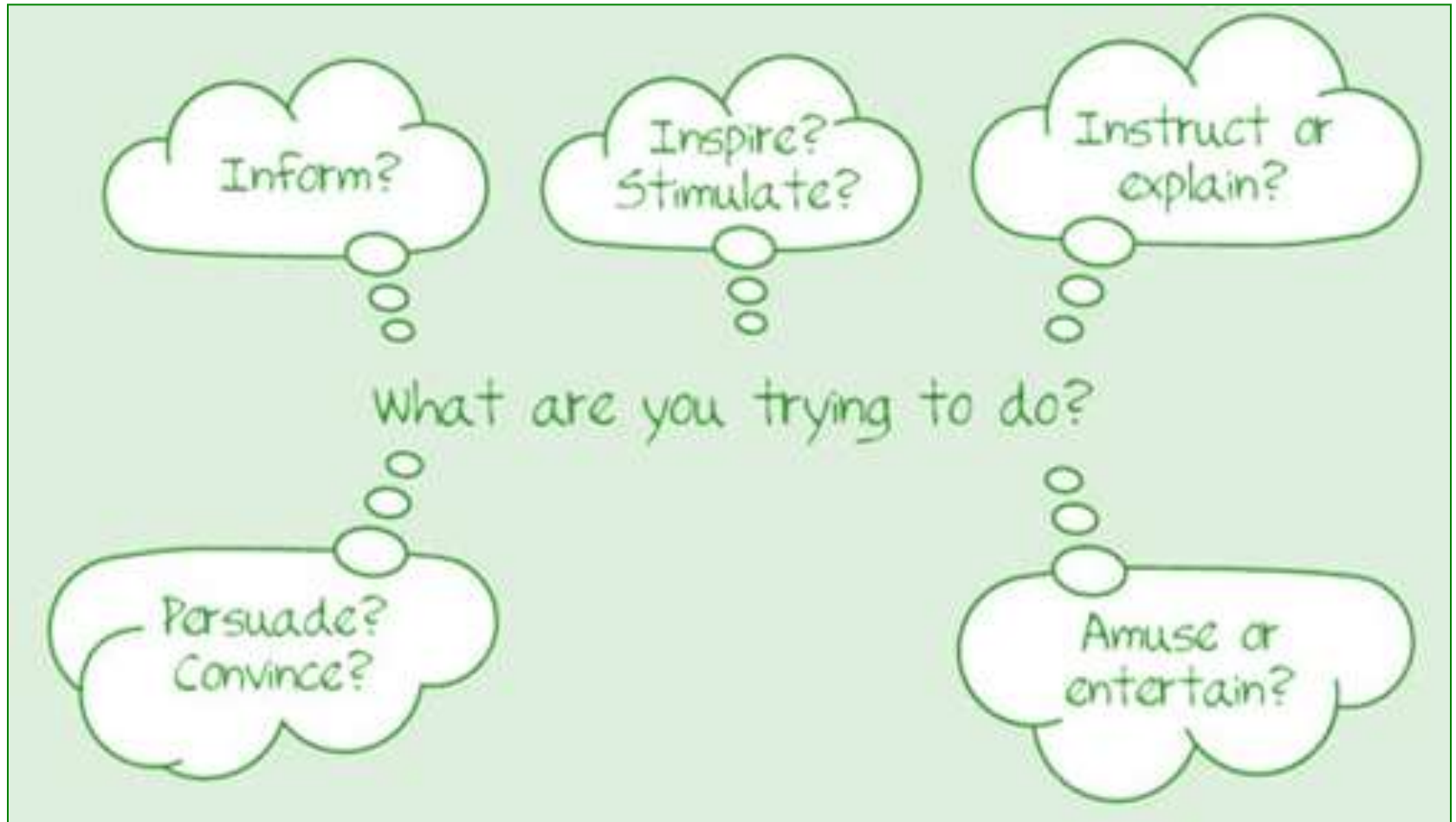
# Tips for Communicating with Data are Tips for Good Communications

1. Know your story

2. Keep it simple, seriously

3. Put context and data around personal stories

4. Use data you understand and trust

5. Summarize the data highlights; numbers not always necessary

6. Use inclusive language

7. Audience audience audience

8. Watch, listen, listen, pay attention

9. Social math is totally cool and makes things understandable

10. Visualizations are also totally cool and help things stick

# FOR MORE INFORMATION

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