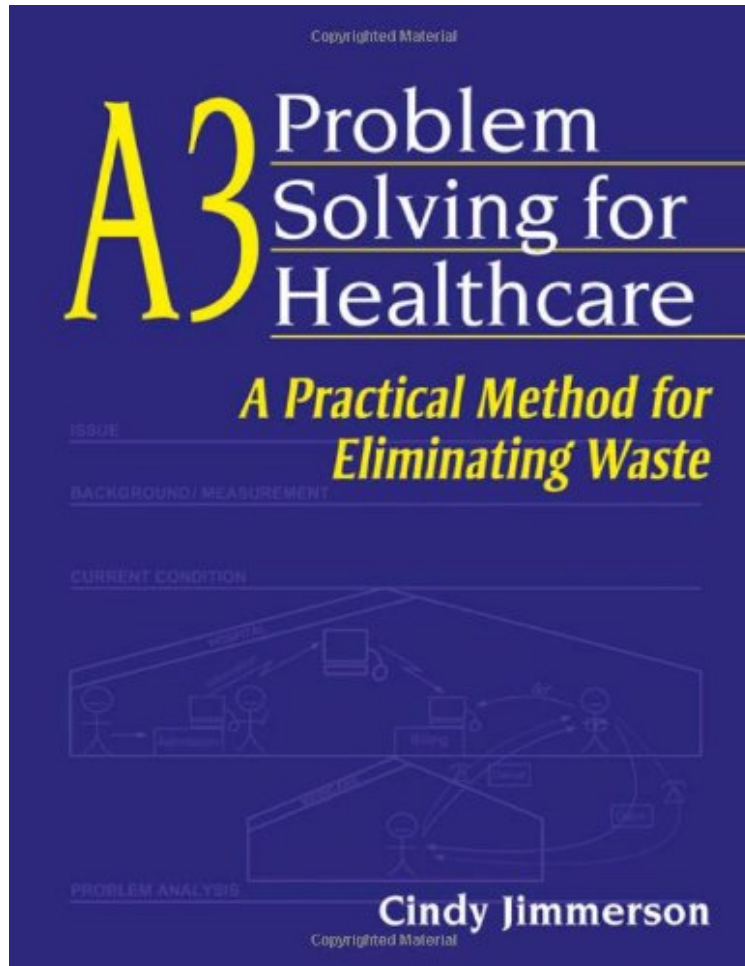


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A3 Problem Solving for Healthcare: A Practical Method for Eliminating Waste

Cindy Jimmerson

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Cindy Jimmerson : A3 Problem Solving for Healthcare: A Practical Method for Eliminating Waste before purchasing it in order to gage whether or not it would be worth my time, and all praised A3 Problem Solving for Healthcare: A Practical Method for Eliminating Waste:

0 of 0 people found the following review helpful. SolidBy Zac PruittSolid overview. Good health care examples.0 of 0 people found the following review helpful. Five StarsBy Zack Nammariexcellent4 of 5 people found the following review helpful. A great book to have in your Lean health care libraryBy Susan BA3 Problem Solving for Health Care is a must have book for any Lean health care library. This book is a wonderful "coach" for someone learning A3 problem solving. The author takes the reader through a step-by-step, common sense approach to using this essential Lean tool. The book is filled with great examples of A3 use in every day health care practice areas.Author Cindy Jimmerson, an internationally popular leader in Lean health care has, yet again, demonstrated her creative and unique

approach to a critical subject that can and will change the future of how health care is delivered. Her straight-forward, entertaining, and practical approach to A3 problem solving is easy to learn and easy to apply in the course of daily work. In particular, Ms Jimmerson demonstrates how A3 problem solving can be used by any member of the health care team to improve how care is delivered by eliminating waste and focusing on moving all of the work that is done towards IDEAL. The design of Ms Jimmerson's A3 format, using the left side of the form to establishing understanding of the current condition and the right side to identify a target condition and the ways to achieve that target condition, is easy to use because of its logical, step-by-step approach. The wonderful things about Ms Jimmerson's method of A3 problem solving is that her format can be used not only to solve problems in the course of daily work, but also as a template for a meeting, for orientation of new staff, as departmental guidelines, and to demonstrate projects completed and projects in progress to regulating bodies. If one had to choose one book to keep handy for daily reference in relation to Lean health care and problem solving, this would be the book.

The A3 process is a way to look with "new eyes" at a specific problem identified by direct observation or experience. It offers a structure that begins by always defining the issue through the eyes of the customer. In A3 Problem Solving for Healthcare Cindy Jimmerson explains an essential tool borrowed from the Toyota Production System, which is an extension of work identified with the well-known Value Stream Map. She offers an easy-to-learn problem-solving method that can be used in every aspect of healthcare to identify, understand, and improve processes that don't support workers in doing their good work. In this compelling book you get: The expertise of a recognized industry expert in Lean principles A practical, easy-to-use workbook Concepts illustrated with numerous A3s in various stages of development Explanation of how to extend the VSM philosophy to a more focused perspective An extensive exploration of the A3 problem-solving tool in healthcare the first book to do so Through case studies and actual A3s, this book illustrates the simplicity and completeness of the A3 tool and its applications to regulatory documentation as well as activities of daily work.

When applying Lean thinking successfully to healthcare, two things are of paramount importance: (1) Keeping it simple and (2) Providing an engaging route map for improvement. With A3 Problem Solving for Healthcare, you get the recipe for both. I thoroughly recommend it. Professor Peter Hines, Director, Lean Enterprise Research Centre, Cardiff University, UK Doing more, better, faster, and with less is our new reality. Cindy, because of her curiosity, creativity and clinical acumen, demonstrates that solutions originating outside of our healthcare enterprise can realize (previously) unrealized results. Professor Kathy Okland, RN, MPH, Clinical Applications Consultant, Herman Miller Healthcare What a great book to address a huge gap in healthcare process improvement! Having a source book to teach continuous change and illustrate waste reduction based on the Toyota Production System to busy healthcare practitioners has been sorely lacking until now. I have used the A3 in my hospital and it works! Clinical workers can see the entire project on one piece of paper as well as areas of obvious waste. Since the A3 clearly focuses on changing processes, the clinical workers are motivated to communicate across silos, successfully implement countermeasures, and look at the achieved target condition as the new current condition. The illustrations are superb and I loved all the practical examples. Great work Cindy! James Nesbitt, MD, MMM, Project Manager, Providence Alaska Medical Center This book is to be recommended for all hospitals that want to work with Lean and the A3 Problem Solving methodology. The book gives a great view of how The Toyota Production System can be applied to Healthcare all over the world. This book is written by a clinician for clinicians and is the book we have been waiting for. Inge Holck, General Manager, Lean Healthcare Europe About the Author Ms. Jimmerson is a pioneer of lean healthcare, having initiated her work with a grant from the National Science Foundation, 2001-2004. She is the founder and president of Lean Healthcare West, an organization of healthcare professionals offering education and implementation of TPS/lean principles in hospital, clinic and long term care facilities. She is the author of the review Course and Workbook and many journal publications.