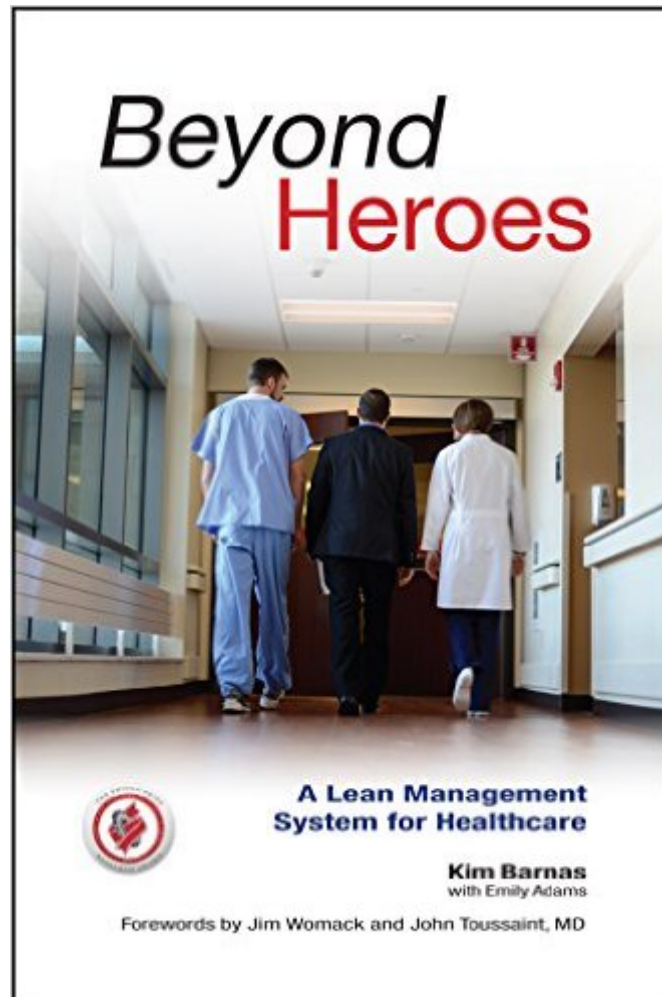


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# Beyond Heroes: A Lean Management System For Healthcare



## Synopsis

Beyond Heroes explains how the ThedaCare Health System, based in Northeast Wisconsin, transformed their culture by redesigning their system of daily management. Hospitals have long relied on the heroics of one brilliant nurse or doctor to save the day. Such heroics often result in temporary workarounds and quick fixes that leave not only patients and quality care at risk, but also increase costs. This is the story of an organization breaking that habit. Like a growing number of healthcare organizations around the world, ThedaCare, Inc. has been using lean thinking and the principles of the Toyota Production System to improve quality of care, reduce waste, and become more reliable. But lean thinking was incompatible with ThedaCare's old top-down, hero-based system of management. Kim Barnas, former SVP of ThedaCare, shows us how she and her team created a management system that is stable and lean, to spur continuous improvement. Winner of a Shingo Research and Professional Publication Award! Beyond Heroes shows the reader, step by step, how ThedaCare teams developed the system, using the stories of its doctors, nurses and administrators to illustrate. The book explores each of the eight essential components of the lean system, from front-line problem solving with the scientific method to daily team huddles and creating standard work for leaders all the way to the top of an organization. Finally, the author introduces four executives from healthcare systems across North America who have implemented ThedaCare's system and share the lessons they learned along the way. Beyond Heroes is not just a call to action or an argument for a better healthcare system. It is a necessary roadmap through the rocky terrain ahead, one that healthcare leaders can customize to their special needs.

## Book Information

Hardcover: 200 pages

Publisher: ThedaCare Center for Healthcare Value; 1 edition (May 15, 2014)

Language: English

ISBN-10: 0984884823

ISBN-13: 978-0984884827

Product Dimensions: 1 x 6.5 x 9.5 inches

Shipping Weight: 1 pounds (View shipping rates and policies)

Average Customer Review: 4.9 out of 5 stars [See all reviews](#) (21 customer reviews)

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## Customer Reviews

Great read! Kim Barnas details ThedaCares's lean journey with frankness and insight. She shares a vision of where our healthcare system is headed and how to get there. The most difficult part of our US healthcare system transition is a shared vision of what the future will look like; what are we moving toward and how do we get there? Thank you Kim for sharing your success and failures, your journey will surely inspire others to create the system we all aspire toward.

Calling all lean thinkers, this book is the missing chapter in Lean Thinking. Practical and easy to read story about how a management system was created at ThedaCare, can be a guidebook for creating your own.

Also for a non English reader, this is a very readable book about the key elements of (the introduction of) Lean in a hospital. The logic of the chapters offers the instruments to help me implementing (my own) business performance system in my part of the hospital. I ordered copies for my management team so we will have a common guide to help us in our journey.

This makes a transformation seem doable. Difficult, but doable. There is plenty of specific solutions to prime thinking for procedures in my organization, but there is no specific training in here. This is a case study (with some short anecdotal cases studies at the end). I'm glad I read it.

I enjoyed the level of detail provided in describing their management system. Thank goodness for the highlighter tool on my kindle! Lots of great takeaways!

Few books on the topic of applying the Lean Framework to healthcare go into as much detail about the culture change and navigating through those difficulties like this book.

This book reads easy and shows Lean transformation in multiple departments. Great info and recommendations I intend to use as we implement Lean at our facility.

Great book on applying lean and a management system to healthcare. Anyone that is considering a lean transformation should read this book.

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