

# Is Your Health Center Ready to Go Lean?



## What is Lean Healthcare?

Lean is a quality and process-improvement methodology focused on eliminating waste, improving efficiency, and adding value to the patient. It's not just a process—it's a cultural transformation!

## Quality for the Entire Team

Lean Healthcare understands that every member of the team has an important role to play in quality improvement—no matter how big or small. By using a team-based approach to incrementally apply Lean concepts, your health center will move toward change in a manageable, approachable way.



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## The Journey to Operational Excellence

Our goal is to help your health center learn the fundamental principles of Lean and help you implement Lean thinking to drive change. Our team will conduct a comprehensive Lean-readiness assessment and gap analysis to help outline strengths and opportunities in process management, leadership, patient focus, and more. Focus areas for improvement may include:

- Workflows, from check-in to checkout
- Referral management
- Patient engagement
- No-show rates
- Scheduling
- Medication adherence

Once your health center chooses an area for improvement, MPCA will prepare your staff—digitally and in person—on the most appropriate Lean tools to make an impact. Our customized technical assistance will set your health center on the path to success in patient—and community—centered care and continuous quality improvement.

## Ready to take the Next Step?

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