

# TPMG Consulting

“Improving patient satisfaction while  
driving down the cost of care!”

# Lean Transformation In Healthcare

High Quality,  
Affordably Priced  
Lean Consulting  
Services



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# Introduction

## The Performance Management Group LLC

An Arizona Limited Liability Company (established in 1998)

### Our Mission:

Helping public and private sector organizations become more productive, efficient & cost effective.

### Our Structure:

We are a closely held group of consultants who consistently employ the signature TPMG performance improvement approach through specialized services including: Lean Six Sigma, The Balanced Scorecard, Performance Analytics, Non-Value Added Analysis, Activity Based Costing and Strategy Consulting. Our company details are as follows:

Address: P.O. Box 44989 Phoenix, Arizona 85064	NAICS Codes:
Email: info@helpingmakeithappen.com	<ul style="list-style-type: none"><li>541611 Administrative Management &amp; General Management Consulting Services</li></ul>
Phone: 602.692.5073 CAGE Code: 3SDW3	<ul style="list-style-type: none"><li>541614 Process, Physical Distribution, and Logistics Consulting Services</li></ul>
DUNS Number: 144166969	<ul style="list-style-type: none"><li>611430 Professional and Management Development Training</li></ul>



# Lean Transformation for Healthcare

## What is Lean Management?

Lean management refers to a company's style of operational excellence. Made popular by the Toyota method of production, also known as Total Productive Maintenance (TPM); lean thinking was given life in North America as a result of the work of MIT researchers led by James Womack, Daniel Jones and Daniel Roos, "The Machine that Changed the World." The objective of lean management in healthcare is to create value for a healthcare delivery organization. *Value in healthcare* is "expressed in terms of the quality of healthcare outcomes and satisfaction of patients divided by the cost to produce those outcomes – over the continuum of care."

In our attempt to keep things simple, TPMG describes lean management as:

- ❑ A "quality improvement business practice" that strives to produce perfection in the delivery of products and services. "Process Perfect"
- ❑ A "method of management" that uses facts, information and data to make decisions and manage business performance.
- ❑ A "problem solving method" that identifies root causes to problems and determines permanent solutions.

From an operational perspective, the value proposition of lean transformation is to improve the quality of work. Improving quality creates a "chain reaction". When a provider organization improves quality, their costs go down. Their costs go down to the tune of 20 – 40% of total operating expenses. The cost reduction occurs because the expense of wasted effort, reworking problems, correcting medical errors, re-admitting patients, and correcting invoices is eliminated. As rework goes down, productivity naturally improves. Productivity improves because of the more efficient use of human time & effort, technology and working capital in value added care activities. Improved productivity creates of better patient outcomes. Better patient outcomes and the elimination of non-value added cost leads to greater profit margins and enhanced economic value. The additional economic value funds growth and innovation, which leads to improved healthcare quality and high value jobs.

From a patient perspective, implementing lean management also creates a "chain reaction." When a provider organization implements lean management, they continuously adapt their services to exceed patient needs, attitudes and perceptions. They accomplish this by translating the voice of the patient into operational requirements and structuring their systems and processes to continuously exceed those requirements. Over time, they capture the market with better healthcare outcomes, greater patient satisfaction and a superior reputation as a healthcare delivery organization.



# Lean Transformation for Healthcare

## High Quality and Affordably Priced Deployment Package

At TPMG Consulting, we have developed our own systematic approach to Lean transformation. It's called FOCUS®. The approach is built on one basic principle: concentrate on improving those activities that enhance patient satisfaction, improve healthcare outcomes and reduce the cost of care.

### FOCUS® Approach



Through a simple five step process, FOCUS® delivers a program platform that optimizes human & system performance, eliminates duplications of effort, and improve clinical and business performance across the enterprise. Our approach to lean management has enabled our consultants to achieve more than an estimated \$325 million hard dollar cost savings.

#### Our Lean Management Coaches:

TPMG lean management coaches have more than 180 years combined experience working with senior leaders, middle level managers and front line employees. They are well educated, experienced and talented who have successfully provided lean six sigma training, certification, mentoring and program management services in more than 11 industries on 6 continents and are fluent in a variety of languages. Their qualifications include:

- bachelors and advanced degrees in business administration, engineering and education from top tier universities.
- more than 180 combined years of lean six sigma best practice experience in both the public and private sectors.
- trained, mentored and certified more than 4,127 lean six sigma black belts, green belts and yellow belts in more than 11 industries across 6 continents.
- Facilitated more than 1,273 successful lean six sigma projects with more than an estimated \$325 million hard dollar cost savings.
- more than 167 combined years of best practice expertise in senior leadership coaching, change management facilitation, program management and lean six sigma project facilitation & mentoring.
- more than 42 combined years of LSS consulting experience in the healthcare industry.

# Pricing Structure

## High Quality, Affordably Priced Lean Transformation Services for Healthcare

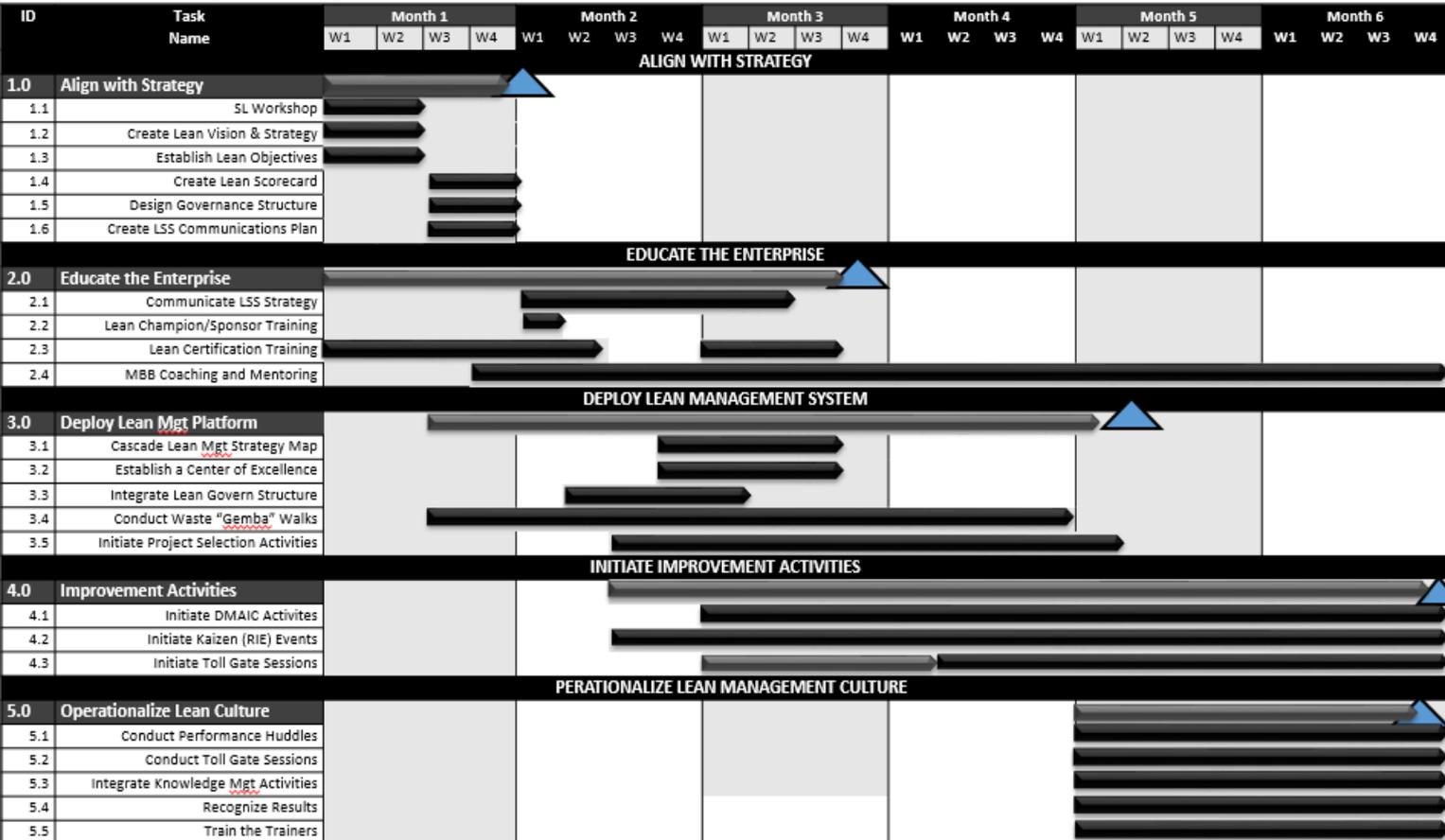
TPMG facilitates lean management coaching success through a variety of mentoring services along with a change management strategy that delivers the ultimate goal of establishing a sustainable culture of continuous improvement. Whether your desire is to fully establish a Lean Management System or merely augment your current staff to satisfy a short term need, our expertise can provide a variety of services including:

- Organizational Culture Readiness Assessment
- Lean Management Maturity Assessment
- Lean Management Strategy Development
- Lean Management Deployment Planning
- Lean Management Courseware Development
- Certification Training Delivery (BB, GB, YB, Exec)
- Project Development and Portfolio Management
- Senior Leader Workshops
- Project Selection and Facilitation
- Establish a Center of Excellence and Playbook
- Rapid Improvement Events (RIE)
- Conduct Performance Huddles
- Operations Reviews and Lean Strategy Sessions
- Lean Management Strategy Scorecard & Metrics
- Lean Management System Deployment
- Lean Management Tools and Templates

## FOCUS® Deployment Strategy and Implementation Plan

TPMG's 6 month implementation plan can be fully deployed at a fee of \$50,000.00\*

\*Current Pricing Available for A Limited Time



Let us show you what a High Quality, Affordably Priced consulting firm can do for you!