



# Mapping Clinical Value Streams (Lean Tools for Healthcare Series)

*Thomas L. Jackson*

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Tens of thousands of patients die unnecessarily every year as a result of errors and defects in our healthcare processes. Those that survive often pay too much for the privilege. The value stream mapping methods described in **Mapping Clinical Value Streams** will help you achieve more efficient health care processes and will pave the way to an improved medical system with significantly reduced medical errors and other costly waste.

Part of the *Lean Tools in Healthcare* series, this user-friendly book will help you understand how to use value stream mapping to provide quality, patient-centered care. Value stream mapping is a powerful tool for observing and depicting processes as they truly are and for envisioning and reconfiguring the same processes to eliminate errors and other waste. With this book, you'll learn how to:

- Map current-state processes
- Create a future-state map with processes streamlined through "flow" and "pull"
- Manage the rollout of your future state with "A3" project plans

Presented in a highly organized and easy-to-assimilate format, the book includes examples from actual healthcare processes, plus numerous illustrations and margin assists that call your attention to key points. Value stream mapping icons make it easy to see and understand the ebb and flow of healthcare processes. Each chapter also includes a summary for quick review. Throughout the book you will be asked to reflect on questions that will help you apply these concepts and techniques to your own workplace.

To be competitive in today's marketplace, you cannot afford to leave processes unexamined, or let them become haphazard. You must apply conscious, quality attention to continuously see and fix your healthcare processes. In **Mapping Clinical Value Streams**, Shingo Prize-winning author Thomas L. Jackson shows you how.

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