Thinking of Going Lean?
A 360-degree View of Changing the Culture of a Healthcare System through a Lean Transformation

Becker’s 5th Annual CEO + CFO Roundtable – November 7, 2016
Who is IU Health?

Riley Physicians provides care at IU Health hospitals, in communities served by IU Health and in other cities across Indiana.
How are we organized?

Business Units

Regional Business Units

AHC Adult
AHC Peds
Indy Suburban
East Central Region
South Central Region
West Central Region
Physician Organizations
System Clinical Services
Pop Health Risk Mgt.

System Business Services
(Centralized)

System Collaboratives
(Coordinated Functions)
The world is changing.

Healthcare costs too much.

Our patients deserve more.

IU Health Transformation Reason for Action

In this time of unprecedented change and in an environment of scarce resources, we must transform our existing care and operating models for the betterment of our patients.

We must achieve breakthrough improvements in care quality and efficiency to deliver our promise of assurance and fulfill our mission.
What Is Lean?

- Lean is a way of thinking that enables the true performance potential of a process or business to be realized.
- Lean achieves this performance through the application of principles, tools and techniques that identify and eliminate waste.

Lean is an approach that enables Revolutionary Levels of Performance: 10%, 25%, 50%, 100%, 200% gains.
Transform the way we think

Pace and Dedicated Resources to Continuous Improvement

- Changing Actions
- Improvements in HD, Q, C, D, G
- Changing Habits
- Changing Values
- Developing New Beliefs
- Understanding & Embedding Principles
- Forever Improve Culture Change

- Introduction Years 1-2
- Intense Years 3-5
- Development Years 5 - 10
The Panel
Jim Parker

- President, IU Health Plans
Michael Haley

- President, IU Health Ball Memorial Hospital
Thank you