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“Lean” is a process improvement methodology and, more importantly, Lean is a leadership style and a management system. Lean has been embraced by hospitals and health systems since the 1990s, especially so in the past ten years. The Lean approach is powerful, but it is not a quick fix.

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Building on the success of the first two editions of this Shingo Prize-Winning book, Lean Hospitals: Improving Quality, Patient Safety, and Employee Engagement, Third Edition explains how to use the Lean philosophy and management system to improve safety, quality, access, and morale while reducing costs.

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