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# LEAN HOSPITALS

Improving Quality, Patient Safety, and Employee Engagement

Second Edition

MARK GRABAN

Foreword by John Toussaint, MD



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# About the Author

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Mark Graban is a consultant, author, keynote speaker, and blogger in the world of Lean healthcare.

Mark is an experienced consultant and change agent, with a background in industrial and mechanical engineering and an MBA from the MIT Sloan Leaders for Global Operations Program. Prior to healthcare, Mark worked in multiple industries, including automotive (General Motors), electronics (Dell), and industrial products (Honeywell). At Honeywell, Mark was certified as a “Lean Expert” (Lean Black Belt).

Since August 2005, Mark has worked exclusively in healthcare, where he has coached Lean teams at client sites in North America and the United Kingdom, including medical laboratories, hospitals, and primary care clinics. Mark’s motivation is to apply Lean and Toyota Production System principles to improve quality of care and patient safety, to improve the customer/patient experience, to help the development of medical professionals and employees, and to help build strong organizations for the long term.

From June 2009 to June 2011, Mark was a Senior Fellow with the Lean Enterprise Institute (LEI), a not-for-profit educational organization that is a leading voice in the Lean world. In this role, Mark also served as the Director of Communication & Technology for the Healthcare Value Network, a collaboration of healthcare organizations from across North America, a partnership between LEI and the ThedaCare Center for Healthcare Value. Mark continues as an LEI faculty member.

In June 2011, Mark joined the software company KaiNexus as their Chief Improvement Officer, to help further their mission of “making improvement easier” in healthcare organizations, while continuing his other consulting and speaking activities.

Mark was raised in Livonia, Michigan and currently resides in Keller, Texas with his wife, Amy.

To interact with Mark and the Lean healthcare community, visit [www.LeanHospitalsBook.com](http://www.LeanHospitalsBook.com).