



Management on the Mend

John Toussaint, MD

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Five years after his debut book, *On the Mend*, showed how a large, cradle-to-grave health system revolutionized the way care is delivered, Dr. John Toussaint returns with news for healthcare leaders. There is a clear framework for success for such a transformation. And senior leaders need to be far more intimately involved.

While studying and assisting hundreds of organizations transitioning to lean healthcare, Dr. Toussaint witnessed many flaws and triumphs. Those organizations that win creating better value for patients while removing waste in the system have senior managers that lead by example at the frontline of care. The best health systems have also discovered ways to engage everyone in solving problems and embracing change.

Management on the Mend is the result of years of investigations by Dr. Toussaint of dozens of healthcare organizations around the world. Using their collective experiences, he has built a model for lean transformations that work. This book describes the model, step by step, through people in 11 organizations who are doing the work. It is the story of many journeys and one conclusion: lean healthcare is not only possible, it is necessary.

As senior leaders look ahead to a future that includes radical changes that include population health management, the healthcare payment system, and patient expectations, everyone knows that health systems must be agile to survive. In order to thrive, they must be able to continuously improve. Here is the roadmap for that future.

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