



transforming healthcare; pursuing perfection

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## FOR IMMEDIATE RELEASE

**Rona Consulting Group announces the publication of  
*The Lean Healthcare Dictionary: An Illustrated Guide  
to Using the Language of Lean Management in Healthcare***

Mercer Island, WA — November 25, 2014 — Rona Consulting Group (RCG) is pleased to announce the publication of *The Lean Healthcare Dictionary: An Illustrated Guide to Using the Language of Lean Management in Healthcare*. RCG principals contributed essential clinical and leadership perspectives, and the book is based on their experience designing and leading groundbreaking applications of lean manufacturing in ERs, ORs, labs, hospitals and major medical centers. It is published by Productivity Press.

In today's healthcare economy, with reduced reimbursement and closer scrutiny of quality patient care, the concepts and terminology of lean management are becoming invaluable to nurses, clinicians, administrators, and other healthcare staff involved in improvement. Conversely, a basic grasp of common healthcare terms is essential for process improvement specialists who aren't necessarily fluent in healthcare terminology.

*The Lean Healthcare Dictionary: An Illustrated Guide to Using the Language of Lean Management in Healthcare* is designed to bridge the gap between lean practitioners and healthcare professionals. This comprehensive dictionary defines essential lean and healthcare terms to help create a common language for anyone involved in lean healthcare improvement activities.

Providing quick reference to the language of lean management in healthcare, the dictionary includes diagrams and charts that illustrate concepts and aid in understanding. Each entry in Part I provides a succinct description of a lean term as used in a healthcare setting. Healthcare terms and acronyms that commonly arise in the course of lean transformations are defined in Part II.

Ordering information: <https://ronaconsulting.com/publications/books/#dictionary>

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**Rona Consulting Group (RCG)** is a management consultancy serving integrated healthcare systems, hospitals and clinics, medical suppliers and government organizations. RCG develops lean leaders and assists in transforming organizations through educating, training and coaching executives, managers, clinicians and frontline staff. RCG is committed to helping the organizations it partners with to achieve the highest quality through zero defects, increased patient satisfaction, empowerment of staff, and improvement of financial performance through the application of the Toyota Management System. RCG improvement work ranges from the strategic planning process at the top of the organization to complex clinical processes within care delivery and the supporting administrative processes. Since 2007, RCG has designed and led groundbreaking applications of lean management to operations in the ER, OR, lab, inpatient flow, and in clinics and to processes in administrative support, revenue cycle, supply chain, human resources, medical records, group practice management, credentialing and clinical research. RCG has created a lean program that is changing healthcare and its related industries.

The principals at RCG bring leadership experience from Virginia Mason Medical Center in Seattle and Park Nicollet Health Services in Minneapolis — the first healthcare organizations in the country to fully adopt and implement the Toyota Management System. Different from any other lean healthcare consultancy, RCG is the only assembly of senior healthcare executives who have implemented lean methods in complex healthcare settings with a demonstrated track record of success. RCG has an in-depth understanding of authentic kaizen methodology and philosophy, with many team members having been students of John Black and Chihiro Nakao of Shingijutsu, Japan. The RCG team also brings extensive knowledge in developing and advising on large-scale transformation programs for companies outside of healthcare, including Boeing, Ford and Toyota.

Based in Seattle, Washington, USA, RCG maintains offices in Boston, Houston, Los Angeles, Minneapolis, Oakland, Phoenix, Portland, Seattle and Tokyo.

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