



transforming healthcare; pursuing perfection

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FOR IMMEDIATE RELEASE

**Rona Consulting Group announces the publication of new book,
*Mistake Proofing for Lean Healthcare***

Mercer Island, WA — November 2, 2015 — Rona Consulting Group (RCG) is pleased to announce the publication of the latest book in its *Lean Tools for Healthcare* series: ***Mistake Proofing for Lean Healthcare***, published by Productivity Press/CRC Press.

The principles of mistake proofing, long used to eliminate errors and defects in manufacturing and other industries, are now being applied in healthcare organizations around the world to help ensure patient and staff safety, improve services, and eliminate waste. ***Mistake Proofing for Lean Healthcare*** shows how.

Based on the definitive mistake-proofing philosophy and system developed by Shigeo Shingo, this concise book introduces the main concepts and benefits of mistake proofing in healthcare. It explains how to design reliable ways to catch errors before they result in defective services, using the concept of “source inspection” to ensure quality *before* a process is performed. When systematically used, the mistake-proofing approach explained in this book will help healthcare professionals:

- Create safer, more reliable, and more effective healthcare services for both patients and staff.
- Establish a culture in which mistakes and the conditions that cause them are readily surfaced so that they can be corrected.
- Lay the foundation for processes that flow smoothly, without disruption.
- Eliminate rework, waste, and the need for extra resources and supplies.

The book presents examples of different types of mistake-proofing devices and methods (*poka-yoke*) used in healthcare to prevent errors and defects.

RCG principals who contributed to the publication of this book include Samuel Carlson, MD, FACP and Maura May editors; Thomas L. Jackson, *Lean Tools for Healthcare* series editor; and Dr. James H. Hanson and Dahlia Mak, who enriched the book with their insights and examples.

For ordering information, see: <https://ronaconsulting.com/publications/books/#MP>

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, we maintain offices in Boston, Houston, Los Angeles, Minneapolis, New York, Oakland, Phoenix, Portland, Raleigh, San Diego, San Francisco and Seattle.

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