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FOR IMMEDIATE RELEASE

Rona Consulting Group Principal and Chief Medical Officer, Samuel E. Carlson, MD, FACP, elected Chairman of the Board of Hennepin County Medical Center

Mercer Island, WA—February 5, 2016—RCG principal and Chief Medical Officer, Samuel E. Carlson, MD, FACP has been elected to serve as the Chairman of the Board of Hennepin County Medical Center (HCMC). Dr. Carlson has served as a board member for nearly six years, most recently as Vice Chairman since early 2015. He will lead the board for the next two years.

“Dr. Carlson brings tremendous experience as a seasoned board member, physician, and a consultant with cutting-edge knowledge of how healthcare systems can use lean management to be successful. He understands the value of people—both the people who choose to work here and the people we serve. It is an exceptional combination that will benefit our healthcare system and our community,” said Jon L. Pryor, MD, MBA, Chief Executive Officer at Hennepin County Medical Center.

Dr. Carlson will serve as the only healthcare board chair in the country with more than a decade of experience applying the Toyota Management System to healthcare. As a student of Takeshi Iwata and Katsuya Koide of Shingijutsu Global, and John Black of JBA, he learned the Toyota Production System and how it applies in healthcare. In 2003, he helped lead one of the early major implementations of the Toyota Production System in the healthcare industry. Since 2009, he has been teaching and coaching lean at healthcare systems in the U.S. and Australia.

Dr. Carlson has broad knowledge of clinical quality and safety, clinical process improvement, strategic planning, professional compensation, compliance, community relations, communications, and public policy. He also brings extensive experience as a teacher of lean principles, clinical leadership, servant leadership, quality, and the art of dialogue, as well as significant training and experience as a personal coach of professionals. He sees his appointment as a wonderful opportunity to further advance his passion for patients, staff, quality and safety using a superior leadership system.

Carrie Owen Plietz, Chief Executive Officer, Sutter Medical Center Sacramento, with whom Sam has worked closely said, “Sam is an exceptional leadership coach and trainer. He uses laughter, sincerity and heart, mixed with disciplined skills, to ensure every healthcare leader is focused on their most important role—providing the very best care to the patients we are privileged to serve.”

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Mike Rona, founding partner of Rona Consulting Group, said, “Dr. Carlson is so talented on so many fronts. His family has always been his number one priority and yet, at the same time, he is recognized nationally as a superb clinician, teacher and leader.”

Dr. Carlson, an internist with 27 years of practice experience, was regularly selected as a “Top Doctor” in Minneapolis/St. Paul. Regarding his chair appointment, he said, “HCMC shaped a good part of my training and this is quite a significant opportunity in the circle of life.”

Dr. Carlson is a member of the American College of Physicians and previously served for five years as Chair of the AMGA’s National CMO Leadership Council.

Hennepin County Medical Center

Hennepin Healthcare System, Inc. operates Hennepin County Medical Center in downtown Minneapolis and primary care clinics in Minneapolis on East Lake Street and in the Whittier Neighborhood and in the suburban communities of Brooklyn Center, Brooklyn Park, Golden Valley, Richfield, and St. Anthony. For more information: <http://www.hcmc.org/>

Rona Consulting Group

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, New York, Oakland, Phoenix, Portland, Raleigh, San Diego, San Francisco and Seattle.

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