



transforming healthcare; pursuing perfection

CONTACT

Heidi Gehris
503.702.7574
contact@ronaconsulting.com

FOR IMMEDIATE RELEASE

Rona Consulting Group Principal Miwa Kudo, MSW MHA to present at JMC Fukuoka Conference in Japan

Mercer Island, WA—April 19, 2016—RCG principal Miwa Kudo, MSW MHA, will facilitate a leadership webinar on Saturday, April 23, 2016. The presentation follows the 18th Japanese medical management academic society scientific general meeting. Miwa will present the basics of facilitation skills and healthcare applications. She will discuss the need for multi-layer plan-do-check-act (PDCA) improvement models in healthcare and the need for leaders to understand how to facilitate these efforts rather than dictating what people should do, which is the old model of leadership.

About JMC Fukuoka

JMC is a well-established conference for healthcare management in Japan. There are 9,300 members and the expected attendance at the conference is greater than 5,000. The conference originally began to study a “clinical path for best practice,” but now it includes all aspects of healthcare practices for quality. The attendees are nurses, medical technicians, hospital administrators and doctors. Lately, more attendees are from the public health sector.

Miwa Kudo, MSW MHA

A native Japanese speaker, Miwa worked closely with Shingijutsu senseis for more than six years. Her expertise in applying the Toyota Management System concepts to the healthcare setting is unmatched. As a kaizen leader, Miwa has a passion for servant leadership and strongly believes in respecting people by empowering them to make improvements that will impact the quality of their daily work. She has experience in leading kaizen events of all levels and in a wide variety of healthcare settings. Miwa has recently returned to the U.S., after spending two years as interim director for the kaizen promotion office within Iizuka Hospital in Fukuoka, Japan.

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

9004 N Mercer Way Mercer Island, Washington 98040 206.919.8843
www.ronaconsulting.com

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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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