

At A Glance:

Renown Transformational Health Care

We must improve to achieve

Better Outcomes

for our community. Transformational Health Care is an approach to our everyday work based on Toyota manufacturing principles that puts the patient at the center of care, and staff at the center of the improvement process.

Results To Date:



Improved Patient Experience



Decreased Wait Times



Reduced Number of Errors



Improved Communication

Transformational Health Care is:



Removing **waste** from our processes



Adding **value** from the customer's perspective



Elimination of **defects** in our work



Reduced **variability**



excellence and continuous improvement



40,000+ hours invested in leader training over the past 6 years

Rapid Process Improvement Workshops (RPIW's) and Kaizen Events empower the people who do the work to improve the work and enhance patient satisfaction



To date we've completed **200+** RPIW and Kaizen Events



Approximately **1,900** employees have been team members on RPIW or Kaizen events



Improve & Sustain: We collect data and track results for a full **year**



The patient's **voice** is heard in all of our improvement workshops

renown.org



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Renown
HEALTH