Epilogue

Globally healthcare delivery is turning to ICT (Information Communication Technologies) as a silver bullet to remedy its current woes of escalating costs, increasing ageing population, increase in the prevalence of chronic of chronic disease and pressures on providers to deliver quality, patient-centred healthcare. However, to date many are becoming disenchanted with ICT because too often it is failing to deliver the promised nirvana. We believe that one key reason is connected to the fact that simultaneous to the application of ICT it is necessary to also incorporate key management principles and techniques; one such management perspective being lean thinking.

With this in mind, we set about to compile the preceding content to share with our readers the benefits of incorporating lean thinking and related or complementary perspectives can afford to healthcare delivery. Clearly, in one volume it is not possible to delineate all possibilities but we believe we have provided sufficient depth and breadth, covering macro- and micro-perspectives as well as providing case studies that demonstrate how to move forward with key lean thinking initiatives. We trust you have found this illuminating, useful and instructive and we wish you all the best as you move forward to do your part to develop superior patient-centred healthcare solutions.

Nilmini Wickramasinghe, Nov 2012
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