Part II
Applications of Lean Thinking
Around the Healthcare World

1.1 Introduction

The chapters that make up this section focus on various lean thinking applications in healthcare around the world. It should be noted that healthcare is a global industry. Today all countries’ healthcare systems are being challenged to deliver effective efficient quality care. Indeed, while each health are system is moulded to some extent by the unique cultural and structural contexts of that particular country there are many more similar issues across countries regarding how to deliver superior healthcare. By closer examination of many of these situations it is possible to develop a more holistic picture of healthcare delivery as well as identify some key nuggets and critical success factors.

Chapters 8 and 9 are both by Soar and his colleagues Adapted Lean Thinking for Hospitals in China and Lean Thinking in Smart Homes respectively.

Chapter 10 A Delphi Study on Developing a Conceptual Framework to Understand the Perception of Iranian Physicians Towards Electronic Health Records by Alavi and Win looks at key issues and challenges in Iran.

Chapter 11 Trying to Streamline Healthcare Delivery in Australia via the Personally Controlled Electronic Health Record (PCEHR) by Muhammad et al. examines the Australian healthcare scene in some detail.

Chapter 12 Identifying Critical Issues for Developing Successful E-health Solutions by Zwicker et al. provides an analysis of the German healthcare system.

Chapter 13 Applying the Principles of KM to Effect Streamlined Healthcare Operations: A Malaysian Case Study by Wong and Wickramasinghe provides an example from Asia, specifically Malaysia.

Chapter 14 Re-making Rosa Medical Center: A 5-Step Approach to Transitioning with Lean by Abouzahra and Tan looks at a North American case study and finally Chap. 15 Lean Thinking and Customer Focus by Simon and Wickramasinghe also examines issues in the German healthcare context.

Taken together these chapters present examples from across the different types of healthcare systems essentially private to various examples of two tiered systems to essentially public. What is interesting that all systems are facing similar challenges and lean principles are as relevant in all contexts.