WHAT IS LEAN? WHAT IS A KAIZEN?

FEBRUARY 18, 2020

What is LEAN?

- Short for "Lean Thinking"

- Management System for Continuous Improvement based on the Toyota Production System

- Set of principles that guide organizational thinking based on two themes:

- Elimination of waste or non-value added activity (Continuous Improvement)

- Respect for all people

What is a Kaizen?

Kaizen events are a structured methodology to focus improvement activity. They have the following elements:

- Structured Approach: A formal schedule includes kickoff and final presentation to management as well as daily team leader updates.

- Aggressive Objectives: The objectives are defined for a focused area for the team to stretch beyond their comfort zone

- Short Time Period: A kaizen event is planned to last four days.

- Full-time Team Membership: Team members are full-time for the duration of the kaizen event. They are not expected to perform their normal jobs during the event.

Why has Blue Cross and Blue Shield of RI adopted the LEAN concept?

- LEAN directly aligns to our mission statement: To improve our members' health and peace of mind by facilitating their access to affordable, high-quality healthcare

- It is our goal to provide the best member experience possible

- We want input from the people doing the work, to provide standard work and set expectations throughout the internal and external Care Management Teams

Next Steps:

•**Collaboration with PCMH/SOC on Two Kaizen Events**

1. **Reporting** - March 16 – March 19

2. **Best Practices Nurse Care Management-** June 22- June 25