INSPIRATION AND INNOVATION
FROM EXPERIENCED HEALTHCARE SPEAKERS

Providing on-site training for your leaders is a fast and economical way to bring your entire team up-to-speed on the industry’s hottest topics and create organization-wide urgency to execute change. Studer Group’s speakers and authors bring up-to-the-minute knowledge from their work in healthcare organizations across the U.S. and beyond.

We’re more than a speakers’ bureau. Our speakers are results-driven performance experts who are directly involved in crafting solutions to some of your most pressing problems including financial challenges, patient safety and quality, pay for performance, and more. Prior to your event, Studer Group speakers and our support team work side-by-side with you to develop a fully customized presentation to meet your needs, regardless of the topic, size of your group or purpose of the training. From physician retreats to Leadership Development Institutes (LDIs) to senior leader meetings, Studer Group speakers deliver the perfect balance of inspiration and education for every audience.
Mark Graban is an internationally recognized consultant, author, keynote speaker and blogger in the field of Lean healthcare. He is the author of the book “Lean Hospitals: Improving Quality, Patient Safety, and Employee Engagement,” which has been translated into eight languages. Mark also co-authored “Healthcare Kaizen: Engaging Front-Line Staff in Sustainable Continuous Improvements”. Both books are recipients of the prestigious Shingo Research and Professional Publication award. With a background in engineering and business, Mark found his calling in healthcare in 2005 and has worked ever since to help healthcare leaders create more engaging workplaces that lead to better patient care and service. He has spoken to and helped healthcare organizations throughout North America, Europe and Asia.

PROFESSIONAL EXPERIENCE
Mark entered the healthcare profession when he served as a senior consultant for ValuMetrix Services, a group within Johnson & Johnson that taught and implemented Lean management and improvement methods with health systems. He then became a senior fellow with the Lean Enterprise Institute, helping another non-profit, Catalysis, ramp up its healthcare value network collaboration efforts. Since then, Mark has worked through his own company and the technology company KaiNexus. Previously, Mark worked as an industrial engineer for General Motors, a supply chain management engineer for Dell and was certified as a Lean Expert (Black Belt) by Honeywell.

INDUSTRY SPEAKING ENGAGEMENTS
- The Healthcare Information and Management Systems Society (HIMSS)
- American Society for Healthcare Human Resources Administration (ASHHRA)
- Leapfrog Group Annual Meeting
- North Texas Healthcare Quality Association
- National Association for Healthcare Quality
- California Association for Healthcare Quality
- Lean Healthcare Transformation Summit
- Iowa Healthcare Collaborative
- South Central Association of Blood Banks Conference
- Ontario Hospital Association
- Society for Health Systems Healthcare Systems Process Improvement Conference
- VHA Georgia
- Maine Hospital Association
- Society for Cardiovascular Patient Care
- West Virginia Values Collaborative
- Northeast Home Health Leadership Summit
- Bay Area Process Improvement Network
- Association of Aesthetic Plastic Surgeons
- American Association of Emergency Medicine
- Lab Quality Confab
- ASAE, The Center for Association Leadership
- Texas Veterinary Medical Association
- Northeast L.E.A.N. Conference
- American Society for Quality Conference

If you would like more information on hosting one of our nationally recognized speakers at your organization, call 850.898.3860 or visit StuderGroup.com/Speakers
• North Texas Society for Healthcare Risk Management
• Alberta Health Services Conference
• Home Care Association of New York State

EDUCATION AND CERTIFICATIONS
• Bachelor of Science, Industrial Engineering, Northwestern University
• Master of Science, Mechanical Engineering, Massachusetts Institute of Technology
• Master of Business Administration, Leaders for Global Operations Program, Massachusetts Institute of Technology

PROFESSIONAL ASSOCIATIONS
• Diplomate Member, Society for Health Systems (SHS)

PUBLICATIONS/SPEAKING ENGAGEMENTS
• “Healthcare Kaizen: Engaging Front-Line Staff in Sustainable Continuous Improvements,” 2012
• “The Executive Guide to Healthcare Kaizen: Leadership for a Continuously Learning and Improving Organization,” 2013
• “Lean for Doctors,” Catalysis White Paper, with Dr. John Toussaint and Dr. Jack Billi
• “Kaizen in Healthcare,”—Chapter contributed to the book “Management Innovations for Healthcare Organizations: Adopt, Abandon or Adapt?” (Routledge Studies in the Management of Voluntary and Non-Profit Organizations)
• “Engaging Staff as Problem Solvers Leads to Continuous Improvement at Allina Health,” Global Business and Organizational Excellence, with Greg Clancy
• “Good Change: Using kaizen toward a culture of continuous improvement humanizes the healthcare workforce for better outcomes,” *Industrial Engineer* Magazine
• “Sharing Improvements in Health Care Processes Saves Lives at Franciscan Alliance,” Global Business and Organizational Excellence
• “Lean in a Land of ACOs and Health Reform,” Internal Medicine News
• “CMCD’s lab draws on academics, automakers, and therapists to realize its own vision of excellence,” Global Business and Organizational Excellence, with Jim Adams
• “Hospitalists: Lean Leaders for Hospitals,” Journal of Hospital Medicine
“Lean” is a holistic approach to quality and process improvement, combining practical tools with a management system, all built on a consistent philosophy. In a Lean environment, organizations are driven to focus on the customer and the things that matter most. In hospitals, that includes patient safety, patient flow and patient satisfaction. In an era of value-based purchasing, readmission rate penalties and HCAHPS results factoring into reimbursement, focusing on the patient leads to better financial performance. Through Lean, lower costs are an end result of doing everything else well…putting the patient first and supporting the people who provide care.

Learning Objectives:
- Understand how Lean and Studer Group principles and methods fit together
- Examine how Lean connects behaviors, goals and processes in an integrated system and methodology
- Discuss examples of Lean improvements that help reach the strategic goals of a health system

As health systems are focusing more on a balanced set of improvement pillars and metrics from the front line to the boardroom, it’s important that “data-driven” decision making is based on a statistically valid view of performance metrics. Without the skills and mindsets discussed in this presentation, leaders at all levels risk creating waste that’s caused by overreacting to every fluctuation in performance. This presentation explains a practical methodology for evaluating performance measures that allows organizations to ask the right questions and to focus on improvement in a way that best improves outcomes.

Learning Objectives:
- Reflect on some of the pitfalls of common performance management practices
- Understand simple statistical methods that help us separate “signal” from “noise” in performance data
- Discuss ways of better connecting performance data and improvement activity that’s not just reactive but is also focused on improving the system
AUTHORED RESOURCES

Measures of Success: React Less, Lead Better, Improve More
We do and explain things that don’t help us improve. At the cost of doing things that do. No need to be jittery about every change in a metric. Not by a long shot.

Measures of Success shows a better way to chart and manage your metrics, in any organization or setting. For your business processes and activities, you need to know what’s working, what’s not, and what to change. And why. Then, you can determine what to stop doing, what to start doing, what to keep doing.

Lean Hospitals: Improving Quality, Patient Safety, and Employee Engagement, Third Edition
Organizations around the world are using Lean to redesign care and improve processes in a way that achieves and sustains meaningful results for patients, staff, physicians and health systems. “Lean Hospitals, Third Edition” explains how to use the Lean methodology and mindsets to improve safety, quality, access and morale while reducing costs, increasing capacity and strengthening the long-term bottom line.

This updated edition of a Shingo Research Award recipient begins with an overview of Lean methods. It explains how Lean practices can help reduce various frustrations for caregivers, prevent delays and harm for patients, and improve the long-term health of your organization.

Healthcare Kaizen: Engaging Front-Line Staff in Sustainable Continuous Improvements
“Healthcare Kaizen” focuses on the principles and methods of daily continuous improvement, or Kaizen, for healthcare professionals and organizations. “Kaizen” is a Japanese word that means “change for the better,” as popularized by Masaaki Imai in his 1986 book, “Kaizen: The Key to Japan’s Competitive Success,” and through the books of Norman Bodek, both of whom contributed introductory material for this book.

In 1989, Dr. Donald M. Berwick, founder of the Institute for Healthcare Improvement and former administrator of the Centers for Medicare & Medicaid Services, endorsed the principles of Kaizen in the New England Journal of Medicine, describing it as “the continuous search for opportunities for all processes to get better.” This book shows how to make this goal a reality.
The Executive Guide to Healthcare Kaizen: Leadership for a Continuously Learning and Improving Organization

Kaizen is a powerful approach for creating a continuously learning and continuously improving organization. A Kaizen culture leads to everyday actions that improve patient care and create better workplaces, while improving the organization’s long-term bottom line. “The Executive Guide to Healthcare Kaizen” is the perfect introduction to executives and leaders who want to create and support this culture of continuous improvement.

The book is an introduction to Kaizen principles and an overview of the leadership behaviors and mindsets required to create a Kaizen culture or a culture of continuous improvement. The book is specifically written for busy C-level executives, vice presidents, directors and managers who need to understand the power of this methodology.
WHAT ORGANIZATIONS ARE SAYING

“I have heard nothing but praise for Mark’s speech, truly a highlight of the day. I was personally grateful for the education on Lean—I haven’t heard anyone put together the fundamental principles so succinctly and persuasively. I also thought your emphasis on continuous improvement was important. Thank you so much for keynoting our meeting. Mark was wonderful, and I think he made a difference for all of us.”

—Event Host, Healthcare Conference, 2015

“I very much enjoyed the entire presentation. Mark touched on things that anyone in their learning curve could use. I wish I had seen this presentation in the first year or two after we started our journey because we made some big mistakes, 'bad 5s' being one of them!”

—Attendee at the Alberta Health Services “Food Matters” Conference

“Great presenter. Appreciate good easy pace and good examples…samples that we can use every day, things that I can bring back to work…thoughtful basic practices that make sense! Absolutely a fantastic presentation with a practical approach…I learned the healthcare profession is ripe for Lean initiatives.”

—Comments from the 2012 ASQ Lean and Six Sigma Conference

“The leadership team very much enjoyed the content and delivery of Mark’s presentation, which was evident by the feedback survey scores and the requests for the presentation material. Both the keynote presentation and discussions that he had throughout the day with various members of the leadership team were very helpful for injecting additional enthusiasm into our Lean deployment and providing invaluable insight into Lean in healthcare that will surely prove to be beneficial to our Lean learning and journey.”

—Comment from Speaking at a Health System’s Management Offsite Meeting

“Everything went very well with Mark Graban. Whether you were implementing Kaizen practices currently or were thinking about it, his message offered everyone nuggets of information to help improve processes to save time and money.”

—From a 2015 Speaking Engagement for a Home Health Association Group

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