

Our Mission

Lean Fox Solutions is a value added provider of Lean and Change Management experts that help healthcare organizations improve the patient experience across the continuum of care, while providing a positive return on investment.

Our mission is to teach, mentor and facilitate process improvement activities in a systematic approach that will link projects (and resources) to strategic goals and objectives.

Lean for Hospitals, Clinics and Physician Practices

Many hospitals, clinics and physician practices are struggling. The cost of providing care continues to go up, and payer reimbursements remain constant. Rather than reducing spending by providing less care, Lean thinking allows hospitals, clinics and physician practices to reduce the cost of providing care, allowing them to provide more service and care for their patients.

We realize that all clients' needs are unique and one size doesn't fit all. We work with our client's to ensure the best outcome available is achieved. The Lean journey is similar to the treatment of a patient. As the treatment of the patient is individually tailored, Lean must also be tailored specifically to your hospital or your physician practice.

We help our clients transform their current processes into ones that are more efficient, productive, and satisfying for their patients, staff and physicians. By partnering with our clients we have helped them:

- Reduce the number of errors.
- Significantly reduce patient wait times.
- Reduce testing turnaround time.
- Improve communication between departments.
- Increase effective patient education.
- Increase revenue and profits.
- Establish an internal culture which sustains continual improvement.

Lean is not just a methodology that can impact individual departments. Lean can become part of your organization's core strategy and day-to-day operating approach.

Change Management

While financial savings are important to our clients they are just one piece of the pie that we track, the culture of the organization can also impact the acceptance of change. Initially, deployments are generally filled with staff and physician energy and excitement. Unfortunately, without change management, process improvement and an effective leadership team to maintain program focus and determine priorities, it does not take long for any implemented change to become stalled or derailed by higher priorities or lack of acceptance from others. Any change, even a change for the better, is always accompanied with drawbacks, resistance and discomforts.

- *Is this change the right thing to do?*
- *No one told me about this?*
- *I don't have time for this.*
- *Well they fixed that issue, but created several new ones. I wish they would've talked to me.*

These quotes are representative of what physicians, operational leaders, front line staff and administrative leaders think or say soon after the initial excitement wears off.

The cost of changes that fail (or then the regression of success) goes far beyond financial cost or foregone revenue. When changes fail and programs regress in organizations employees and physicians begin to lose trust in the change. They become frustrated, cynical, and begin to give up which make the changes of future change efforts even less likely to succeed.

What you begin to see when working with Lean Fox Solutions is a new management philosophy that values improved patient safety, clinical quality, and an efficient operation that improves Associate and Physician work environment and patient access to care.

Some of our clients and what they are saying

"Along with improving our patient throughput, we also saw a cultural change in our practice. As the staff and physicians began understanding the importance of lean, they became more involved in improving the patient experience. The changes the team developed made our work easier and the result was better patient care."

- **Dr. Stephen Mendelson, Orthopedic Surgeon**

Todd really came through for us. He is an engaging speaker who really knows his stuff! I hope to be able to work with him again. He's a delight!

- **Carla Anglehart, Director, Organizational Development, Nova Scotia Association of Health Organizations**

"Todd facilitated the deployment of Lean across our main Lab. His leadership during the Lean events and subsequent follow up ensured we sustained the gains in throughput and cost reductions. He helped pioneer Lean thinking throughout our organization."

- **Bill Mott, VP, St. John Providence Health System**

