

# Plenary Sessions

P1.2

Professional Service – Patient Safety

10:45 Convention Hall & Theatre 1

## Toyota Production System (TPS) – the Application of Industrial Engineering Concepts to Improve Medical Efficiency and Safety

*Kaplan G*

*Virginia Mason Medical Centre, USA*

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Today's healthcare leaders are charged with finding a new way forward in unprecedented times. Our system is expensive and its product inconsistent. Our government is calling for a healthcare delivery system that costs less and delivers more – quality and safety being paramount and our patients deserve no less. The Virginia Mason Production System (VMPS) the Toyota Production System (TPS) applied to healthcare is a proven management methodology to make healthcare better, faster and more affordable – reducing waste and cost; increasing safety and quality; and improving patient and staff satisfaction. Virginia Mason Medical Center has been on a journey to transform Virginia Mason for the past 12 years with results to date that will inspire even the most skeptical. This presentation will describe why this is more than a set of improvement tools and challenge the audience to see the critical new role of leaders.

Transforming healthcare, Virginia Mason's pursuit of the perfect patient experience.

Participants will be able to:

- (1) Describe the principles and elements of the VMPS.
- (2) Describe specific healthcare examples of the application of the tools and methods of the VMPS leading to higher quality at lower cost.