

Lean and Six Sigma Principles & Decision-Making in Healthcare

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The healthcare industry is at a pivotal point in making change; more often than not, healthcare leaders make decisions thinking using a variety of different methods, but inconsistency in decision-making impacts the quality and how well these decisions are made. Lean and Six Sigma principles and tools can be utilized to streamline the decision-making as well as improve the quality of the decisions that are made in healthcare environments. This paper will cover the basis of how decisions are typically made in healthcare environments, the fallacies of these methods, and how Lean and Six Sigma tools and principles can be used to improve the decision-making process in healthcare environments.

Session Objectives:

- A continuous improvement approach to making decisions in healthcare settings.
- A new perspective of decision-making in healthcare that is outside the normal decision-making paradigm for healthcare.
- Embedding Lean and Six Sigma concepts and tools into decision-making in healthcare settings.
- Case studies to help demonstrate the value of how the application of Lean and Six Sigma can help to improve decision-making in healthcare.