

OPERATIONAL EFFECTIVENESS FOR HEALTHCARE



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This monthly newsletter is designed specifically to help healthcare executives and business owners raise the bar within their organizations by providing insights on how to improve performance and **maximize operational effectiveness and profitability.**

CASE STUDY

The Situation

A company wanted to become an industry leader, but didn't know where to begin. They already had high quality products and services. The problem was that they weren't effectively promoting all that they had to offer.

The Intervention

Andrew worked with the company's senior management team to identify the key strengths of the organization and the key industry challenges. Together, they decided that taking a leadership position on an industry issue would be a great way to promote the company.

They chose an issue no one had been able to resolve and came up with a new approach, which included reaching out to government ministries and industry associations. Their strategy would also mean working with other companies in the industry, including some competitors, but would give the organization a key leadership role.

The Results

Thanks to the efforts of the company, the issue was quickly resolved. This actually made the environment more competitive for the entire industry. The company's reputation was enhanced and customers began looking to them for leadership and new insights.

ABOUT ANDREW MILLER

Andrew Miller is a renowned and accomplished consultant, writer and speaker who has successfully helped world-class organizations dramatically accelerate results and improve the speed, performance and efficiency of their organizations. His healthcare clients include renowned hospitals, global healthcare suppliers, shared service organizations, group purchasing organizations, private clinics and government institutions.

As a thought leader in the healthcare industry, Andrew provides tremendous value to his clients by using his experience from both the private and public sectors to help maximize their strategic and operational effectiveness.

CONTINUE THE CONVERSATION



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INSIGHTS

What insights can be drawn from the case study above and how might they be applied elsewhere?

[Watch this short video](#) for key insights on how to become an industry leader.

VIEWPOINT

The Ten Characteristics of Operational Excellence

Operational excellence means constantly pursuing new ways to improve the way your organization operates. There are four key elements that make up operational excellence: increasing speed; maximizing performance; improving customer involvement; and increasing innovation and collaboration. The diagram below demonstrates how these elements fit together.



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For each of these elements, there are different actions your organization should undertake:

1. Empower your employees (and let them empower themselves) to make decisions that improve the way your organization operates
2. Develop high quality products and/or services and look for ways to improve and enhance them
3. Only perform activities that add value. You should be able to measure the role that every activity plays in contributing to that value
4. Create an action-oriented culture
5. Ensure you have a clear vision of the future and that everyone in the organization knows what their accountabilities are to get you there
6. Be flexible enough to react quickly to market shifts or new market opportunities
7. Build strong relationships with customers and business partners. These connections will act as brand ambassadors and challenge your organization to improve
8. Tie mission to strategy, strategy to execution, and execution to operations
9. Promote open and dynamic internal and external collaboration and communication
10. Consistently monitor performance and results

How many of these actions does your organization currently perform?

Feel free to [contact me](#) if you would like to further discuss how to make your organization an operationally excellent one.

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ON ANDREW MILLER

Recent articles

[Read my latest article in PROFIT magazine](#) for six tips on how to increase profitability through more effective procurement operations.

You might also be interested in my recent article on how the typical RFP process is flawed when purchasing technology. [Click here to read it.](#)

Recent Videos

[Check out my new video series on Operational Excellence.](#) These are short videos filled with tips to help your business run more effectively.