



Theory of Constraints (TOC) in Healthcare

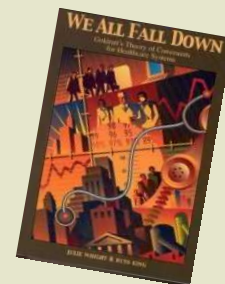
The healthcare industry is on the brink of one of the greatest challenges faced by any institution in the last 100 years. Hospitals, doctors, and insurers have been presented with a vast increase in analytical tools, treatments, and procedures to increase the well-being of patients. However, organizations faced with providing or funding these new methods are being overwhelmed. The demand for these services and solutions in the future is predicted to grow exponentially, while budgets and resources are being increased linearly, at best. In many cases, resources and money are being cut as providers struggle to reduce healthcare costs.

At the same time, experiences in other markets are changing the expectations of consumers. Faster turnaround time, lower costs, self-service through technology, higher quality, accurate, and consistent responses to inquires, etc. — these results are the norm in other sectors that consumers touch every day, with the exception being in healthcare.

The best way to address these problems is NOT by trying to address all of the symptoms faced by healthcare providers, but to use Theory of Constraints methods to find and resolve the root cause. Once the root cause has been identified, the scarce dollars and resources the healthcare institution can spare for improvement efforts can be effectively focused. Moreover, other techniques, such as Lean and Six Sigma, can be focused on the Constraint — the most effective location to reduce both waste and variation.

If you are in the healthcare industry, and are faced with some or all of the problems listed above, you owe it to yourself and your organization to find out more about the application of the Theory of Constraints in healthcare. The results are revolutionizing resource management in the healthcare industry.

- Faster response times for billing, processing, testing, etc.
- Methods that integrate and focus your initiatives
- Better utilization of beds and other critical resources
- Shorter waiting times for patients
- More effective discharge planning



TOC has impacted the British Medical National Healthcare system, as explained in the new book We All Fall Down by Julie Wright & Russ King.

“DATA-DRIVEN IMPROVEMENT”

PMC is a full-service operations engineering and management consulting firm based in Dearborn, Michigan. For over twenty-five years, PMC has been developing the most innovative productivity solutions in the consulting industry. Today’s business climate requires managers to anticipate change before it occurs, so we work to make sure our clients are prepared for the adjustments that the competitive environment demands.

15726 Michigan Avenue
Dearborn, MI 48126

PH. 313.441.4460
sales@pmcorp.com

Fax 313.441.6098
www.pmcorp.com

Regional Offices: Austin, TX • Warren, MI • Los Angeles, CA • Windsor, ON, Canada
Gothenburg, Sweden • Istanbul, Turkey • Bangkok, Thailand • Nagpur, India