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Pardee Hospital implements Lean Health Care training

(Hendersonville, N.C.) Pardee Hospital recently launched a new training program for employees across the organization called Lean Health Care, a system of continuous quality improvement.

According to Pardee CEO Kris Hoce, the Lean Health Care program will improve patient and employee satisfaction by providing staff with the tools to respond quickly to a rapidly changing and increasingly competitive health care market.

"One of they key elements of Lean Health Care is involving not only leadership but the front line associates such as the nurses, receptionists and billing staff to make changes that improve operations," said Hoce. "Employees are trained to work as a team to identify and eliminate inefficiencies, to set higher standards and maintain them on an ongoing basis, and to meet national benchmark goals for quality care and cost efficiency."

To maximize the impact of the training on hospital processes, participants will be selected from a variety of departments and positions including nursing, medical records, quality services, information technology, physician practices and patient financial services, among others, according to May McAnally, director of Quality Services at

Pardee. Participants will learn about the components of Lean Health Care and how to plan, facilitate and apply Lean Health Care processes.

"We're selecting employees from multiple disciplines so that the process of continual improvement becomes the standard culture and methodology throughout the Pardee organization," said McAnally. "The training will develop a team of employees who have the knowledge, skills and resources to quickly implement improvements that produce immediate results."

NC State University's Industrial Extension Service will provide the training, which is made possible through a $25,000 Pardee Foundation grant awarded by the Mountain Area Workforce Development Board, which is funded through the North Carolina Department of Commerce.

Pardee Hospital is a not-for-profit community hospital founded in 1953. The main hospital is licensed for 222 acute care beds and is the second largest employer in Henderson County. The hospital has several locations separate from the main campus, including an adult day services center, a health education center in the Blue Ridge Mall, home care services, a rehab and wellness center, a midwifery program, various family and internal medicine practices, and an urgent care facility. For more information or to find a physician, call 1-866-790-WELL (9355) or visit www.pardeehospital.org.

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