



## Smart management system saves lives in the ER



**At the Masters of Business Administration Association of Ireland event Can Lean Principles Improve Our Health Services? at the Brookfield Health Services Building, University College Cork, were guest speaker, Robert Joyce, Mayo Clinic, Rochester, Minnesota; chairman MBA southern chapter, Eamonn Curtin, and guest speaker, Jason Fratzke, Minnesota.**

HEART attack victims' lives are being saved by a lean management system which is bringing patients to vital treatment two hours faster than before.

The world-renowned Mayo Clinic in Rochester, Minnesota, USA, has cut two hours off the 'door-to-balloon' time, a critical measure for heart attack patients.

Experts from the clinic outlined details of their successful management system at a recent Masters of Business Administration Association of Ireland (MBAAI) event in Cork.

Robert Joyce, operations administrator at the Mayo Clinic, spoke on the question 'Can Lean Principles Improve Our Health Services?' Mr Joyce was joined by Jason Franzke, nursing administrator at the clinic, who helped explain how lean management principles are saving lives in the clinic's emergency department.

The Mayo Clinic is unlike anything that patients are used to seeing in Ireland. There is no panic, no patients on trolleys, no nurses running around frantically.

Joyce and Franzke also spoke about how relatively straightforward changes have reduced the average A&E length-of-stay by over an hour and reduced the leave-without-being-seen rate by a third.

The biggest management challenge they faced was creating the team environment, within which specialised staff at all levels were encouraged to work together to contribute to the improvements.

Joyce and Franzke were in Ireland to present at the Irish Centre for Business Excellence symposium, Transforming Your Organisation the Lean Way.

The MBA Association of Ireland is the representative body for MBA graduates in Ireland.