

## **Readiness Factor For Applying Lean In Health Care**

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Health care services face continuing pressure to match demand with supply. Timely access to emergency services, rising healthcare costs, and capacity allocation have been cited as major concerns. Lean thinking has proved successful in transforming several hospitals with documented improvements along cost and service dimensions. Previous research in this area has emphasized the importance of readiness of the organization to the application and success of Lean. This paper aims to determine the readiness factors that are critical to the application of lean in healthcare organizations through a systematic review of relevant literature. For this purpose, a comprehensive review of literature on Lean and Lean Healthcare as well as the relevant literature in the field of Change Management was conducted. The readiness factors for Lean in healthcare are widely attributed to be the same as those of any general change management initiative. Leadership, organizational culture, communication, training, measurement and reward systems are all commonly attributed readiness factors throughout general Change Management literature. Directly related to the successful implementation of Lean in healthcare is that a hospital has an end-to-end process view which can be particularly difficult for complex organizations such as hospitals. The findings from this review have research and managerial implications. Research is currently under way where the finding from this review are being tested in the context of the Omani health care sector. Preliminary findings from this study will also be presented.

*Keywords:* Lean; Lean Readiness Factors; Lean Healthcare; literature review.

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