

PRESS RELEASE

CIUSSS West-Central Montreal is first healthcare network in the world to obtain Lean designation.

Montreal December 12, 2019 – Four directorates in CIUSSS West-Central Montreal have received a collective score 4.9 out of 5 – the Gold Level- from the Leading Edge Group (<https://www.leadingedgegroup.com>) for their use of Lean principles in continuously striving to improve services for users of health care and social services.

Certification for excellence in Lean management was awarded to the Directorate of Quality, Innovation, Evaluation, Performance and Clinical Ethics, the Directorate of Frontline Integrated Services, the Directorate of Mental Health and Addiction, and the Home Care division of the Support Program for the Autonomy of Seniors.

Dr. Lawrence Rosenberg, President and CEO of the CIUSSS, called the occasion “an important moment in the history of our CIUSSS.”

Lean principles provide managers with a uniform set of standards to aspire to and maintain, while enabling them to speak a common language, so that everybody is working toward the same thing and nobody is working at cross-purposes.

“ We have to keep innovating and we have to drive our services to a level that no one else has achieved,” said Alan Maislin, President of the CIUSSS Board of Directors. This certification today is part of that journey.”

The long road to certification began in 2010 when Dr. Rosenberg began promoting Lean principles at the JGH. In 2016, after the CIUSSS had come into existence, he made Lean certification an organizational priority for the network.

The results have added momentum to the next round of training, whose goal is certification of the Directorate of Nursing and the Directorate of Human Resources, Communications, Legal Affairs and Global Security.

- 30 -

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