# Article information:

Kaiser Permanente: Creating a No-Wait Emergency Department | Harvard Business Publishing Education  
<https://www.hbsp.harvard.edu/product/W16724-PDF-ENG>

# Article summary:

1. The emergency department at Kaiser Permanente's South Sacramento Medical Center was experiencing long patient wait times in 2007, prompting the need for a new and better way of doing business.

2. The chief of the emergency department implemented a lean program to improve key performance measures of the department over a six-year period.

3. The case is designed for operations-management courses, but could also be used in health-care management courses or within health-care concentrations in an MBA program.

# Article rating:

Appears moderately imbalanced: The article provides some useful information, but is missing several important points or pieces of evidence that would be required to present the discussed topics in a balanced and reliable way. You are encouraged to seek a more balanced perspective on the presented issues by exploring the provided research topics and looking at different information sources.

# Article analysis:

The article is generally reliable and trustworthy as it provides detailed information about the changes made to improve patient wait times at Kaiser Permanente's South Sacramento Medical Center. It also provides clear learning objectives related to lean management, process improvement, and performance metrics that can be used in health care settings. However, there are some potential biases that should be noted. For example, the article does not provide any information about other hospitals or medical centers that have implemented similar changes or how their results compare to those of Kaiser Permanente's South Sacramento Medical Center. Additionally, the article does not explore any potential risks associated with implementing these changes or discuss any counterarguments that may exist against them. Furthermore, it does not present both sides of the issue equally; instead, it focuses solely on the positive aspects of implementing these changes without providing any insight into potential drawbacks or challenges associated with them.

# Topics for further research:

* Health care process improvement
* Lean management in health care
* Performance metrics in health care
* Risks associated with process improvement in health care
* Comparison of patient wait times in different hospitals
* Counterarguments against process improvement in health care

# Report location:

<https://www.fullpicture.app/item/15337d7266c367ec2a31156effe38575>