



Operational excellence in healthcare

Creating a culture that enhances patient care, supports staff and inspires excellence.



Increasing demand and operational pressures have created unprecedented challenges for healthcare systems to deliver patient centered, high quality and timely care sustainably.

Healthcare systems and providers will need to be increasingly focused, nimble and adopt a mindset of continuous improvement to navigate today's challenges. Embedding this mindset into daily operations is key to long-term success.

KPMG Canada has worked closely with healthcare organizations to instill routines and mindsets that create a culture of continuous improvement. Having worked side by side with executive teams, physicians and frontline staff, KPMG understands the key success factors and what it takes to shift culture.

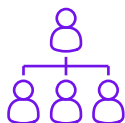
How does operational excellence advance your organization?

Operational excellence creates a culture of continuous improvement that sets clear goals, aligns priorities and builds consistent routines to drive meaningful progress and lasting impact.



Creating focus and alignment.

Teams are aligned to corporate priorities, ensuring the right people are working on the right problems. This coordinated approach drives meaningful progress and accelerates problem-solving where it matters most.



Establishing clear accountability and transparency of progress.

Roles, responsibilities and expectations are well defined, providing visibility on what matters and who owns it. With clear visibility into outcomes, teams stay aligned, progress is measurable and continuous improvement is actively supported.



Developing an organization of problem solvers.

Problem solving is part of the day-to-day work for everyone. Teams have the structure, tools and know-how to solve issues and are empowered to do so, enabling faster decision-making and innovative thinking. They bring the expertise and agility needed to tackle challenges head-on.

Better care. Better outcomes. Better quality.



Increased patient satisfaction



Improved staff engagement



Productivity enhancements



Cost reductions

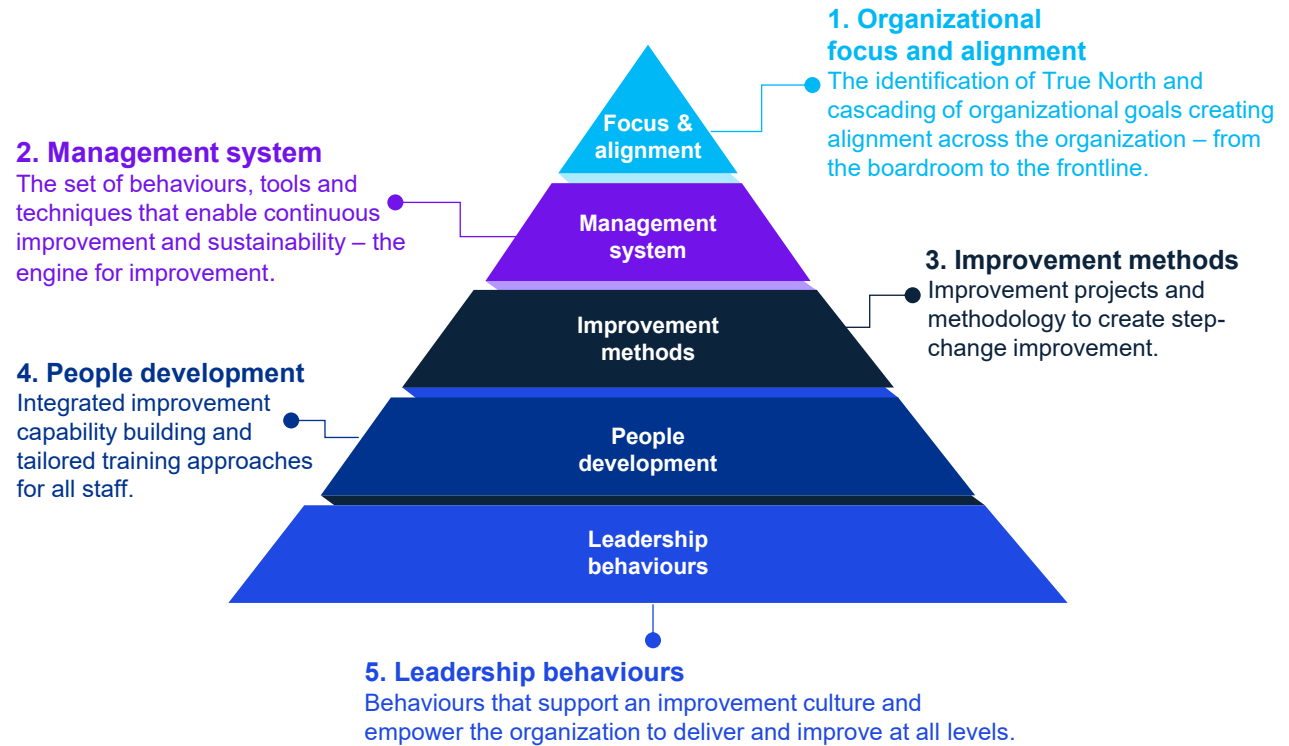


Improved patient flow

How we can help

KPMG Canada has collaborated with over 100 clients globally to accelerate their improvement journeys. We will bring this experience and proven methods, and tailor an approach that aligns to your specific needs and starting point.

Operational excellence building blocks



Success factors

Building a culture of continuous improvement requires a new management system for the whole organization. Three factors are key to set your organization up for success:

- ✓ **Lead by example**
Operational excellence starts at the top. Executives must lead by example, demonstrating visible commitment and modeling the behaviours needed to embed new ways of working.
- ✓ **Go slow to go fast**
Changing an organization's culture requires a clear plan and genuine buy-in from all stakeholders. Success comes from bringing people along for the journey and making continuous improvement a lasting way of working, not just a one-time initiative.
- ✓ **Focus on people**
Building a culture of continuous improvement means investing in people. Providing staff with the structure, skills, tools and support to lead and work in new ways is essential in making change sustainable.

Contact us



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