

Carolina Skin Surgery Center Monthly Newsletter

November

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Lean Practice – CSSC Style

By: Marc Carruth, M.D.

Lean. The word usually conjures up visions of low fat meat, thin supermodels, or maybe some ancient Italian tower in Pisa that just doesn't want to stand up straight. These definitions may be true depending on the context, but this month in our November newsletter I would like to discuss a lesser known understanding called Lean management principles.

After studying the incredible efficiencies and quality of the automaker Toyota, a U.S. research group coined the term "Lean" over 20 years ago to describe Toyota's management philosophies and culture that have led to their amazing success. The Lean philosophy and principles began in the manufacturing industry and are now rapidly spreading to other industries and service sectors such as education, government and healthcare. We at Carolina Skin Surgery Center have been studying and applying these principles for several years now. In the past we have enacted our improvement efforts through a smaller number of larger projects with longer time horizons to realize the benefits but recently we have started daily meetings and encouraged **2 Second Lean** improvements. This concept was adopted from a book of the same name authored by Paul Akers, the CEO of FastCap, a manufacturing company in Washington state. Lean has many tools, principles and jargon associated with it and this can make it seem complicated. Mr. Akers suggests keeping it simple by looking for little things that bug you each day and fixing them. There may be a process that is cumbersome or something in your work area that makes you less efficient that you examine and work to streamline or organize. Do this each day and these small incremental improvements lead to large gains over time. Every single individual in the organization needs to be involved. This leads to capturing the most underutilized resource in organizations which is untapped human potential.

The goal of Lean is to create value by reducing waste for the customer, or in our case the patient. The key is to be able to "see" things that we do that are of no value to you, the patient. We now set aside time every day in the morning to meet and review improvement ideas. We evaluate things we did right so we can continue to do these well and things that did not go well so we can

discuss how to improve. We believe that utilizing Lean management principles will help us with our mission which is to:

Cure - Help patients overcome their battle with skin cancer

Serve - Provide extraordinary customer service

Study- Educate ourselves and our patients

Continuously improve - make it better each day

Our focus is on you. That is why we do what we do and why Carolina Skin Surgery Center exists. We hope you have enjoyed this insider's view of how we use Lean management principles to sharpen that focus. Maybe next time you eat, or see something that is "lean" it might just remind you of CSSC.

Announcements for November:

- November 17th through November 20th – Dr. Carruth and some of the CSSC team members will be at a conference learning different ways to improve our office flow. Improving our office flow helps us serve our patients better.
- Thursday, November 24th is Thanksgiving. The office is closed Thursday and Friday.
 - If you have a dermatologic emergency, call the main number (704-295-0000) and follow the prompts to reach the provider on call.



CAROLINA SKIN SURGERY CENTER

"Treating Skin Cancer; Specializing in You"

About Dr. Carruth:

Dr. Marc R. Carruth is the Director of Carolina Skin Surgery Center. Dr. Carruth received his M.D. degree from Duke University where he graduated with highest honors in 1993 and was inducted into the Alpha Omega Alpha Medical Honor Society. He was awarded a Howard Hughes Medical Institute fellowship at the National Institutes of Health.

Dr. Carruth completed his internship in Internal Medicine at Harvard, Brigham and Women's Hospital in Boston, Massachusetts and a Dermatology residency at Emory University in Atlanta, Georgia where he was chief resident. Dr. Carruth completed his Mohs Micrographic and Dermatologic Surgery fellowship at Baptist Hospital in Kansas City, MO.

Dr. Carruth is known for his personable bedside manner and has been providing excellent care to patients in the Charlotte region since 1997. He has performed thousands of Mohs micrographic procedures during his tenure.

About Kristen Bush, PA-C

We are pleased to announce the newest addition to our practice – Kristen Bush, PA-C.

Kristen received her Master of Science in Medicine and graduated from the Physician Assistant Program at Wake Forest in 2014. She has a passion for helping patients and we are very excited to have her join our team.

Professional Society Memberships:

- American Academy of Physician Assistants
- Society of Emergency Medicine Physician Assistants

Meet the Team:

Administrative Assistant: **Sandy** - She always has a smile on her face and is willing to help anyone. Sandy has been a part of the team since April of 2010.

Surgery Coordinator / Certified Clinical Medical Assistant / Registered Medical Assistant for Dermatology: **Ashley** – She assists Dr. Carruth procedures and also handles the surgery scheduling. If you have had Mohs surgery then you have probably spoken with her! Ashley has been a part of the team since May of 2011.

Registered Medical Assistant / Lab Technician: **Jackie** – She assists Dr. Carruth with procedures and also helps process the tissue in the lab for Mohs Surgery. Jackie has been a part of the team since October of 2008.

Certified Surgical Technician: **Cynthia** – She assists Dr. Carruth with procedures and has been a part of the team since September of 2009.

Certified Clinical Medical Assistant / Surgery Coordinator: **Chiffon** – She assists Dr. Carruth with procedures and handles surgery scheduling. She has been a part of the team since August of 2014.

Certified Clinical Medical Assistant / Lab Technician: **Lynn** – She assists Dr. Carruth with procedures and also helps process the tissue in the lab for Mohs Surgery. Lynn has been a part of the team since July of 2015.

Office Manager: **April** has been a part of the team since August of 2006. Please let her know if you have any suggestions or comments – we encourage feedback and are always willing to learn and improve.

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