



Texas Hospital Association and HealthSHARE Announce Selection of RWD Technologies, LLC as Sole Provider of Lean Consulting Services

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Baltimore, MD and Austin, TX – September 15, 2009 - The Board of Trustees of the [Texas Hospital Association \(THA\)](#) and its marketing subsidiary [HealthSHARE](#) have selected [RWD Technologies, LLC](#) (RWD), a company that develops and implements organizational performance solutions, to be an endorsed vendor for its Toyota Management System based Performance Improvement Services.

The professional staff at THA and HealthSHARE endorsed RWD after conducting an extensive review and market assessment of the services and healthcare-specific offerings available from leading consulting companies. Hospitals and healthcare professionals can view THA and HealthSHARE's endorsement of RWD as an indication that RWD has a deep understanding of healthcare environments and has developed a performance improvement service proven across geographic, economic and industry boundaries that meets the needs and standards of today's healthcare providers and consumers.

THA represents an impressive 85 percent of all hospitals and healthcare systems in the state, accounting for more than 355,000 hospital employees. Through this relationship, THA can offer its members information as well as access and connections to hospital organizations leading the nation in proactive performance improvement. As one of THA and HealthSHARE's endorsed vendors, RWD coaches and mentors can bring more than two decades of experience in helping healthcare professionals apply the Toyota Management System to delivering patient care, improving patient and staff satisfaction and achieving fiscal viability for communities, administrators and boards.

"As both an employer and service provider to the Texas market, we are thrilled to have gained the respect and trust of the THA and HealthSHARE organizations," said Mike Olive, director of RWD's healthcare practice. "Through this relationship, we hope to avail a much larger audience of critically needed but often unavailable resources of professional practitioners in the science and methods of improving processes and the outcomes they produce."

"THA and HealthSHARE continually seek **exceptional companies** which fit the THA's stringent endorsement criteria," said Jim Dixon, CEO of HealthSHARE. "A rigorous due diligence process by both THA and HealthSHARE ensures that every company that bears the THA-Endorsed Company seal of approval is **fully vetted** for its product quality, service track record, customer satisfaction and financial stability. The addition of RWD to our 'best of breed' partners allows us to add a completely new dimension to the way we provide value to our members."

Under the arrangement, RWD will market its consulting capabilities to hospitals and healthcare systems that comprise the THA. In addition, RWD, THA and HealthSHARE will cooperate in sponsoring marketing and educational activities focused on Lean improvement in healthcare.

The first of these educational activities is a two-part webinar series, **Toyota Systems Management Methods and Hospital Improvement: Leadership Perspectives, Operational Examples and Path to Performance Excellence** will be held September 17, 2009 from 11:00-12:30 Central. To register go to: http://www.tha.org/Uploads/Toyota_Webinar.pdf

"No longer a passing trend, the principles of Lean have become an essential business strategy for many organizations seeking to remain competitive in today's economy," stated Jim Parish, RWD's executive vice



president responsible for the healthcare practice. "This endorsement provides an innovative combination of education, access, professional service and patient-centered advocacy that will help hospitals large and small to both speed system-wide deployment of Lean concepts and to sustain the performance improvements they achieve."

Under this arrangement, THA members can access not only the trusted services of a fully vetted and endorsed vendor, but they can also access the proven methods of the purest of the Toyota Management System practitioners. This relationship also allows for financial offsetting of investment through a discounted fee structure to allow not only the largest of academic centers but also those critical access sites with equal pressure and need to learn and leverage Lean as a management system.

"RWD is proud to be endorsed by the THA and HealthSHARE, and we look forward to providing members with a deep understanding of how applying the Toyota Management System in a clinical environment can improve their ability to provide safe and efficient care," said Olive.

For more information about the process improvement services RWD Healthcare offers hospitals, visit: www.rwd.com/industries/healthcare.aspx.

About RWD Healthcare

The RWD Healthcare practice works with hospitals across the country to free both their people and their funds for better patient care. RWD's "Lean" approach to process improvement starts with a focus on people, and then works hand-in-hand with hospital staff to implement change that lasts. RWD process improvement solutions address challenges in critical areas of the hospital such as emergency department patient flow, perioperative services management, staff training and retention and core measure performance. To learn more, visit: <http://www.rwd.com/industries/healthcare.aspx>.

About RWD Technologies, LLC

RWD is a leading provider of human and operational performance improvement solutions that help employers maximize the return on their investments in people, processes, technology, equipment, knowledge and customers. Since 1988, RWD has assisted clients and partners in enhancing organizational productivity through its broad range of integrated products and services, which include human capital management and IT consulting services, business transformation and lean process improvement, end-user training, change management, knowledge management and operator effectiveness management. RWD's solutions are used in thousands of organizations globally, and in industries such as manufacturing, energy, automotive, aerospace, healthcare, life sciences, consumer products, financial, telecommunications, services, higher education and the public sector.

Based in Baltimore, Maryland, RWD serves Fortune 500 and other organizations around the world. RWD is privately held, with more than 900 employees in over a dozen offices in the Americas, EMEA, and Asia Pacific. For more information, please visit www.rwd.com. Copyright © 2009 RWD Technologies, LLC. All rights reserved. RWD Technologies and RWD are registered trademarks of RWD Technologies, LLC in the United States and several other countries. All other names are or may be trademarks or registered trademarks of their respective owners.

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