Mark Graban Keynote speaker and author

HEALTHCARE KEYNOTES

Better Systems. Better Care.

Psychological safety, learning from mistakes, and Lean

> Better outcomes come from **better systems** and **better leadership**, not from blame.



Mark has worked in healthcare since 2005, coaching Lean teams in hospitals, health systems, labs, and clinics across North America and the United Kingdom. He wrote the Shingo Award-winning *Lean Hospitals*, now in its third edition, after earlier roles at General Motors, Dell, and Honeywell.

Keynote topics for healthcare

Each can be a keynote, workshop, or facilitated discussion

1
The Silence Tax

Why clinicians and staff hesitate to raise safety concerns and ideas, and how leaders reduce fear and futility.

2
The Mistakes That Make Us

Moving from punitive responses to ones that are kind, constructive, and focused on improvement.

3
Lean Management

Lean as a leadership approach focused on safety, smooth flow of care, and a reliable patient experience.

4
Healthcare Kaizen

Engaging frontline staff in daily improvement, and the leadership behaviors that make it last.

TYPICAL AUDIENCES

- Senior leaders and C-suite executives
- Physicians, nurses, and nurse leaders
- Quality, safety, and improvement professionals

FORMATS

Keynote (45 to 90 minutes), half-day workshop, or facilitated discussion. Also grand rounds, leadership forums, Nurses Week events, and quality offsites.

In person or virtual, in the United States and internationally.

Watch the 3-minute speaker reel

ALSO AVAILABLE

React Less and Improve More. Signal versus noise in performance metrics, based on *Measures of Success*.

Psychological Safety as a Foundation for Continuous Improvement. Why problem-solving training stalls when people do not feel safe surfacing problems.

When Being Right Is the Wrong Strategy for Change. How questions and conversation help people work through change.

WHERE THE TALKS FIT

Two ways into the same problem

IF YOU HAVE INVESTED IN LEAN OR A MANAGEMENT SYSTEM

Make it safer to raise problems

Huddles, boards, and problem-solving methods only work when staff report problems and near misses. This angle focuses on how leaders reduce fear.

IF YOUR FOCUS IS SAFETY CULTURE OR ENGAGEMENT

Make speaking up worthwhile

Feeling safe is not enough if nothing changes. This angle focuses on problem solving, follow-through, and closing the loop with staff.

Content is shaped around your organization's context, maturity, and the challenges your leaders face.

ABOUT MARK

Mark Graban is an author, speaker, and consultant who has worked with hospitals and health systems since 2005. He started his career as an industrial engineer at a General Motors engine plant.

He is the author or co-author of *Lean Hospitals*, *Healthcare Kaizen*, and *The Mistakes That Make Us*, all Shingo award recipients, as well as *Measures of Success*. He hosts the *Lean Blog Interviews* and *My Favorite Mistake* podcasts and serves as a Senior Advisor to KaiNexus.

BOOKS

- *Lean Hospitals* third edition
- *Healthcare Kaizen* with Joe Swartz
- *The Mistakes That Make Us*
- *Measures of Success*
- *The Silence Tax* forthcoming, early 2027

SELECTED HEALTHCARE ORGANIZATIONS AND EVENTS

HEALTH SYSTEMS

Cleveland Clinic
Duke Health
NYU Langone Medical Center
New York Presbyterian Hospital
Thomas Jefferson University Hospitals

ASSOCIATIONS

American Medical Association
IHI Open School
Leapfrog Group
AHRMM Annual Conference
Ontario Hospital Association

CONFERENCES

Lean Healthcare Transformation Summit
HIMSS Conference
Society for Health Systems
Shingo Institute Conference

INTERNATIONAL

Alberta Health Services
Lean Healthcare Summits in Brazil and Europe
Lean Healthcare Event, Helsinki

> *"I have heard nothing but praise for your speech, truly a highlight of the day. I was personally grateful for the education on Lean — I haven't heard anyone put together the fundamental principles so succinctly and persuasively. I also thought your emphasis on continuous improvement was important."*
>
> **Event host**, healthcare conference

> *"Mark brings a confidence to a discussion, all the while assuring the participants that there is still plenty left to know and discuss. Professional, and easy to work with — knowing Mark is on board for our conference makes our job so much easier."*
>
> **Joe Pesz**, Board of Directors, Michigan Lean Consortium

Start with your audience and goals

Share your event date, location or virtual format, audience, and budget. Mark will help you choose the topic and format that fits.

markgraban.com/speaking/book-mark

Speaking samples | Meeting planner resources