



April 2017

Dear \_\_\_\_\_,

In recent years, there has been increased interest in the application of various quality and value improvement principles and tools. The National Survey of Lean/Transformational Performance Improvement in Hospitals, is designed to provide basic information on the use of such approaches as lean, lean plus Six Sigma and robust performance improvement. This first of its kind survey is being conducted in partnership with the Center for Lean Engagement and Research in Healthcare (CLEAR) at the University of California, Berkeley. The findings from the survey will assist us in developing future educational programming and policy initiatives. Furthermore, this effort will help us develop and deploy resources and tools to accelerate and amplify performance improvement opportunities for AHA members and advance the field.

Most importantly, we believe the survey will help your hospital assess where you are in your journey of performance improvement. In return for completing the survey, you will receive a confidential feedback report comparing your performance improvement assessment with that of other hospitals nationally.

You may complete the survey online: <https://tinyurl.com/AHALeanSurvey>

Login ID: \_\_\_\_\_

Password: \_\_\_\_\_

The survey deadline is **May 15, 2017**. *[Note that the deadline was extended to **July 31, 2017**.]*

If you have any questions about the survey, please contact Survey Support at [surveysupport@aha.org](mailto:surveysupport@aha.org) or 800.530.9092. We greatly appreciate your participation in this effort to gather important information on quality and value improvement principles and tools.

Sincerely

Handwritten signature of Jay Bhatt, D.O., M.P.H.

Jay Bhatt, DO, MPH, MPA, FACP  
Senior Vice President and Chief Medical Officer,  
American Hospital Association  
President, Health Research & Educational Trust

Handwritten signature of Stephen M. Shortell.

Stephen M. Shortell, PhD, MPH, MBA  
Professor of Health Policy and Management  
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