

Tom Gormley

Manager, Process Improvement, Franciscan Childrens in Boston, MA



Tom is a lean healthcare coach, trainer, and manager with experience in multiple systems in the New England area, including Franciscan Childrens, South Shore Hospital, VA New England Healthcare, and UMass Memorial Health Care. At Franciscan currently, he leads the development of lean thinking and continuous improvement activities for the pediatric care system which specializes in integrated post-acute care, primary care, dental care, surgery, a wide range of outpatient therapies, and education.

At South Shore, Tom led the lean leadership development and strategy deployment (hoshin planning) for the Health Provider Service Organization (HPSO) and Clinical Integration Network, focusing on care coordination processes between the hospital and community practices, such as care for patients with COPD, to reduce 30-day re-admissions, and shifting emergency care for low acuity patients to outpatient settings, reducing total medical expense. Before South Shore, Tom managed the Lean Program for the VA New England Healthcare system, based in Boston, MA, leading the development of lean thinking, training, and improvement activities for eight medical centers and 50 community clinics. He planned and attended site visits to Thedacare in Wisconsin and brought back insights and practices including improvement huddles and “model units”. Prior to the VA he helped start the lean program at UMass Memorial Healthcare in Worcester, MA, as a Performance Improvement Specialist in the Center for Innovation and Transformational Change. Tom has applied lean thinking in clinical and non-clinical areas including inpatient and outpatient flow, access and scheduling, pharmacy, radiology, utilization review, lab operations, and transitions of care to community providers.

Before transitioning to the healthcare industry, Tom worked as a senior manager in customer service and product development operations within small and large organizations in industries including medical devices, technology research and consulting, and computer software. He has a passion for excellence in the customer experience and is now driven to improve patient experiences and healthcare delivery systems using lean. Tom received an MBA from the MIT Sloan School of Management and a BA in economics from the University of Massachusetts, Amherst. He also studied healthcare industry innovation and lean thinking for an additional year at MIT in 2009, and earned a Lean Black Belt at UMass Memorial in 2011.