



Slips ... errors caused by miscommunication, wrong meds (dosage or type), errors in care, and defects on reports or charts. Try simplifying or error proofing to reduce mistakes.

Processes (NVA) ... Value Added Processes meet all criteria 1) Patients have to care
 2) Has to change patient 3) Done right 1st time. A Non Value Added Process fails any 1.

Inventory ... too many supplies cause bottlenecks and are costly, while too few reduce our ability to handle patients timely and properly.

Transportation ... we move patients great distances from room to room, dept. to dept. for tests and procedures. What paths do requisitions, reports and paperwork take?



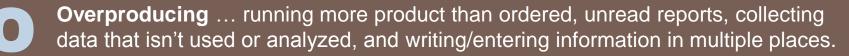
www.LEAN2020.com

Action ... this is the motion of the Healthcare provider as we go to find a chart, make a copy, obtain supplies, or reach for an item. Workplace organization can help here.

Lack of Employee Engagement ... never turn a deaf ear on employees or patients To improve, we must be willing to listen and change.

Healthcare – 8 Inefficiencies

Halting ... product waits, requisitions wait, meetings wait for all attendees to arrive. Think of all the wasted idle time spent stopped.





- Processes (NVA) ... Value Added Processes meet all criteria 1) Customer has to care
 2) Product has to change 3) Done right 1st time. A Non Value Added Process fails any 1.
 - **Inventory** ... too many supplies or product cause bottlenecks and are costly, while too few reduce our ability to process items timely and properly.
- **Transportation** ... we move material, product and paperwork great distances, within and between departments. Look at a flow of the work going through your business.



Action ... this is the motion of the employee as go to find a tool or traveler, make a copy, obtain supplies, or reach for an item. Workplace organization can help here.

Lack of Employee Engagement ... never turn a deaf ear on employees, vendors or customers. To improve, we must be willing to listen and change.

Robbins nternational www.LEAN2020.com

Business – 8 Inefficiencies