

- H** **Halting** ... patients wait, requisitions wait, meetings wait for all attendees to arrive. Think of all the wasted idle time we spend stopped ... we even have “Waiting Rooms”!!!
- O** **Overproducing** ... confirming tests, second opinions, reports no one reads, defensive medicine, and writing/entering information in multiple places.
- S** **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.
- P** **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.
- I** **Inventory** ... too many supplies cause bottlenecks and are costly, while too few reduce our ability to handle patients timely and properly.
- T** **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?
- A** **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.
- L** **Lack of Employee Engagement** ... never turn a deaf ear on employees or patients To improve, we must be willing to listen and change.

- H** **Halting** ... product waits, requisitions wait, meetings wait for all attendees to arrive. Think of all the wasted idle time spent stopped.
- O** **Overproducing** ... running more product than ordered, unread reports, collecting data that isn't used or analyzed, and writing/entering information in multiple places.
- S** **Slips** ... errors caused by miscommunication, wrong tools or procedure, handling errors, defects on reports, logs or charts. Try simplifying or error proofing to reduce mistakes.
- P** **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.
- I** **Inventory** ... too many supplies or product cause bottlenecks and are costly, while too few reduce our ability to process items timely and properly.
- T** **Transportation** ... we move material, product and paperwork great distances, within and between departments. Look at a flow of the work going through your business.
- A** **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.
- L** **Lack of Employee Engagement** ... never turn a deaf ear on employees, vendors or customers. To improve, we must be willing to listen and change.