Principles of Lean Health Care
# LHC 101 Workshop

## Orientation to Time Wise Memorial

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In Your Healthcare Facility

You have the complicated task of meeting the needs of:

- Patients
- Regulators
- Providers
- Insurance Companies

You must also focus on your institution's internal strategy

- What are your goals for the organization?
- Where do you fall short?
What is the LHC 101 Workshop?

An accelerated learning workshop that conveys the benefits of using Lean improvement methods to achieve breakthrough performance in health care facilities

- Lean concepts
- Lean methods and why they are used
You are immersed in an exciting hospital scenario as new employees of Time Wise Memorial.

In four rounds Lean concepts are introduced and then applied in a realistic simulation.

Final results demonstrate how lean concepts can improve efficiency and quality of healthcare services.
Time Wise Memorial is a “traditional” emergency medical care facility.

- Patients wait for services, care providers, procedures.
- Care providers focus solely on doing their job.
Patients present two symptom types:

- Wrist pain
- Abdominal pain / nausea

Simulation rounds are 15 minutes each

Demand is 25 Patients

Demand for each symptom type is the same in each round
Exist in each area

May include people and case documents from:

– In Patient
– Out Patient
– Emergency Dept.

Are queues prevalent in your facility?
Patients and information have a defined path at Time Wise Memorial.

Information is managed in piles, folders and/or computers.

Processing of information can affect overall wait time for patient care.

Patient enters hospital.
- Patients are seen in the order they arrive unless there is an emergency
- Keep yourself and equipment busy at all times
- Only nurses can escort patients for ancillary treatment
- The management is always right!
Time Wise Memorial Goals

- Decrease errors
- Provide faster service
- Improve patient satisfaction
- Decrease costs
Round 1: “Business as Usual”

I know the CEO of Time Wise Memorial is looking to hire some new staff. Let’s go see if any of you fit the bill.
Round One Debrief

- Discuss results
- Discuss what happened
- Lessons learned
- Relationship to real world
- “What if” scenarios
- Continuous improvement