



Lean Fox Solutions

Health Care
Manufacturing
Services, Technology & Sales

Case Study – Rapid Improvement in Emergency Department Flow



Overview – During this RIE the multi-disciplinary team looked at the process from arrival until the patient is discharged from sub waiting or placed in a bed in the main ED.

Prior to the event, the hospital experimented with a provider in triage. The issues that were impacting this change was lack of standard work, non-value added steps and bottle necking in the sub waiting area. Additionally, the sub waiting staff and registration were feeling overwhelmed with this revised process.

Overview -This rapid improvement event (RIE) looked at the process from disposition to patient leaves the emergency department. Disposition includes transfers admit and discharges from the ED. .

The lean event consisted of mapping the current process, identifying waste and mapping a future process. Immediately following these steps, a gap analysis was conducted and an action plan was developed.

Overview - During this RIE the multi-disciplinary team looked to improve the patient experience from the time the patient leaves triage until a decision for disposition is made.

Lean Fox Solutions

13103 Borgman Avenue
Huntington Woods,
Michigan 48070

To Find out about Lean Fox
Solutions visit our website at
www.leanfoxsolutions.com



Lean Fox Solutions

Health Care
Manufacturing
Services, Technology & Sales

Current State



Key Findings:

- Lack of standard work
- Non value-added steps and waste
- Uneven load
- Lack of defined Duties
- Not fully utilizing staff
- Silo behavior
- Increased patient volumes

While many non-value added steps in the admission/discharge process were identified, the team also identified over 30 wastes!

Future State



Key Action Items:

- Implement standard process – Lab Labels
- Implement standard work – Nursing Assignment
- Support department wide – 5S process
- Implement new communication protocols
- Introduce new physician process – primary bridge orders

The team was able to reduce the number of steps by 50% by removing non-value-added steps and shifting from sequential processing to parallel

What they Said....

“Teamwork makes the Lean work”.....

“Working with Todd and Lean Fox helped us optimize our processes, made staff feel better about the care the delivered and helped us focus our continuous improvement efforts”

Lean Fox Solutions

13103 Borgman Avenue
Huntington Woods,
Michigan 48070

To Find out about Lean Fox
Solutions visit our website at
www.leanfoxsolutions.com

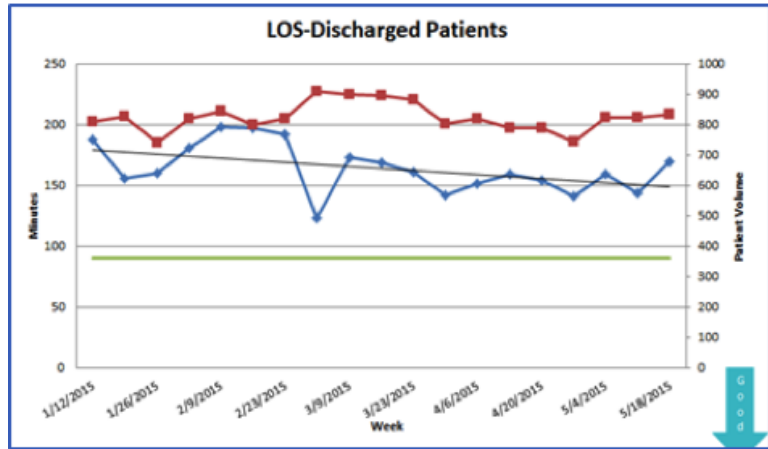
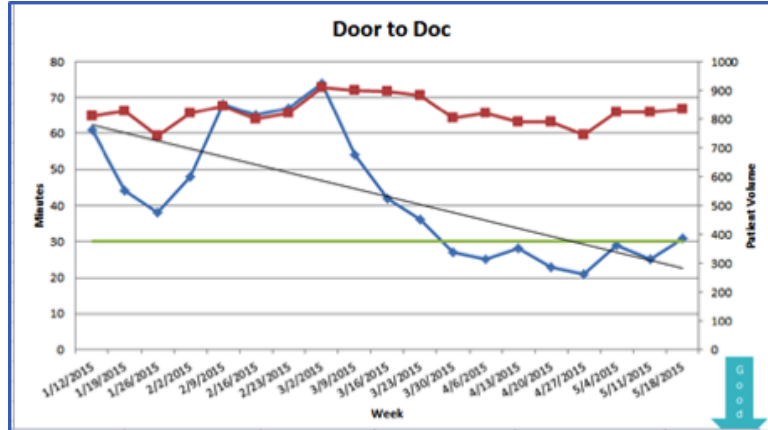
Case Study



Lean Fox Solutions

Health Care
Manufacturing
Services, Technology & Sales

Results



Working with the Lean Fox team, our hospital client saw significant improvement in:

- Length of stay
- Wait Time
- Provider and staff satisfaction
- Improved financial results
- Improved patient satisfaction

Lean Fox Solutions

13103 Borgman Avenue
Huntington Woods,
Michigan 48070

To Find out about Lean Fox
Solutions visit our website at
www.leanfoxsolutions.com