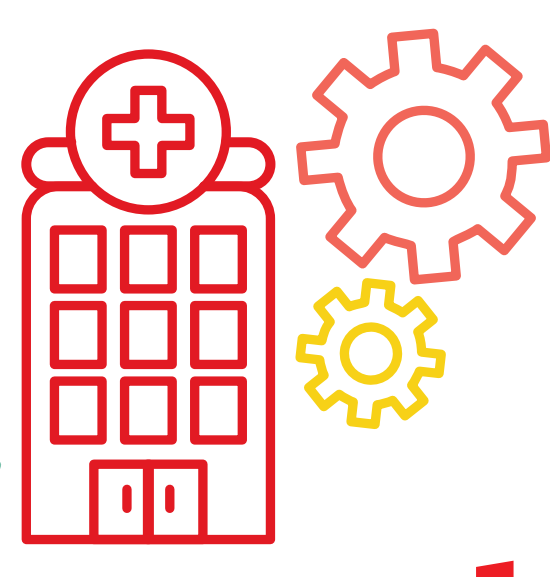
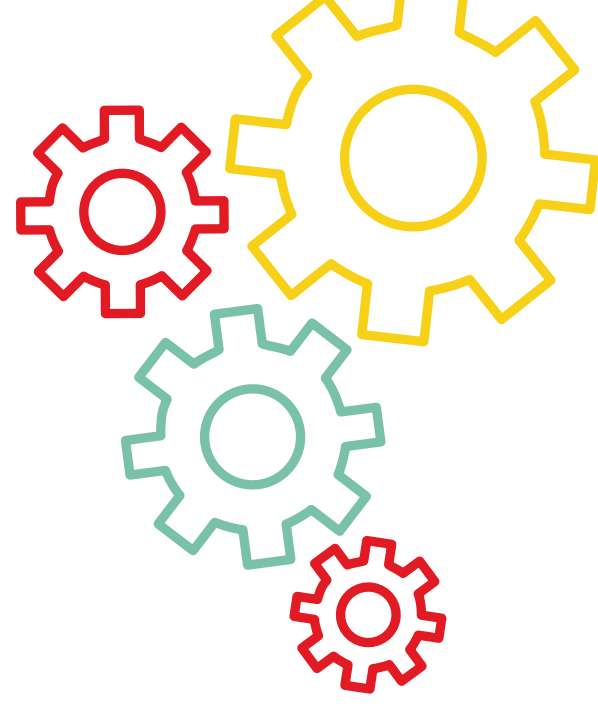


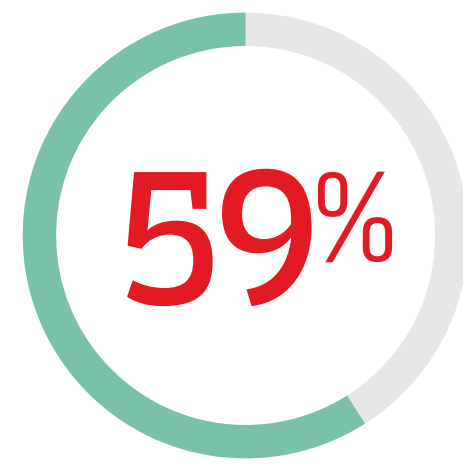
Process Improvement in Health Care



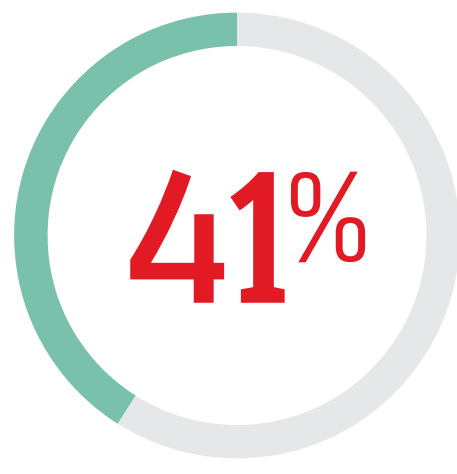
Health care facilities continually look to improve their facility operations and functions. The three common methods for process improvement – Continuous Quality Improvement, Lean Production and Six Sigma – share the same fundamental principles but differ in practice. Let's look at the methods of process improvement in health care.



Of hospitals that have not utilized process improvement:



cite a need for resources



cite a lack of information



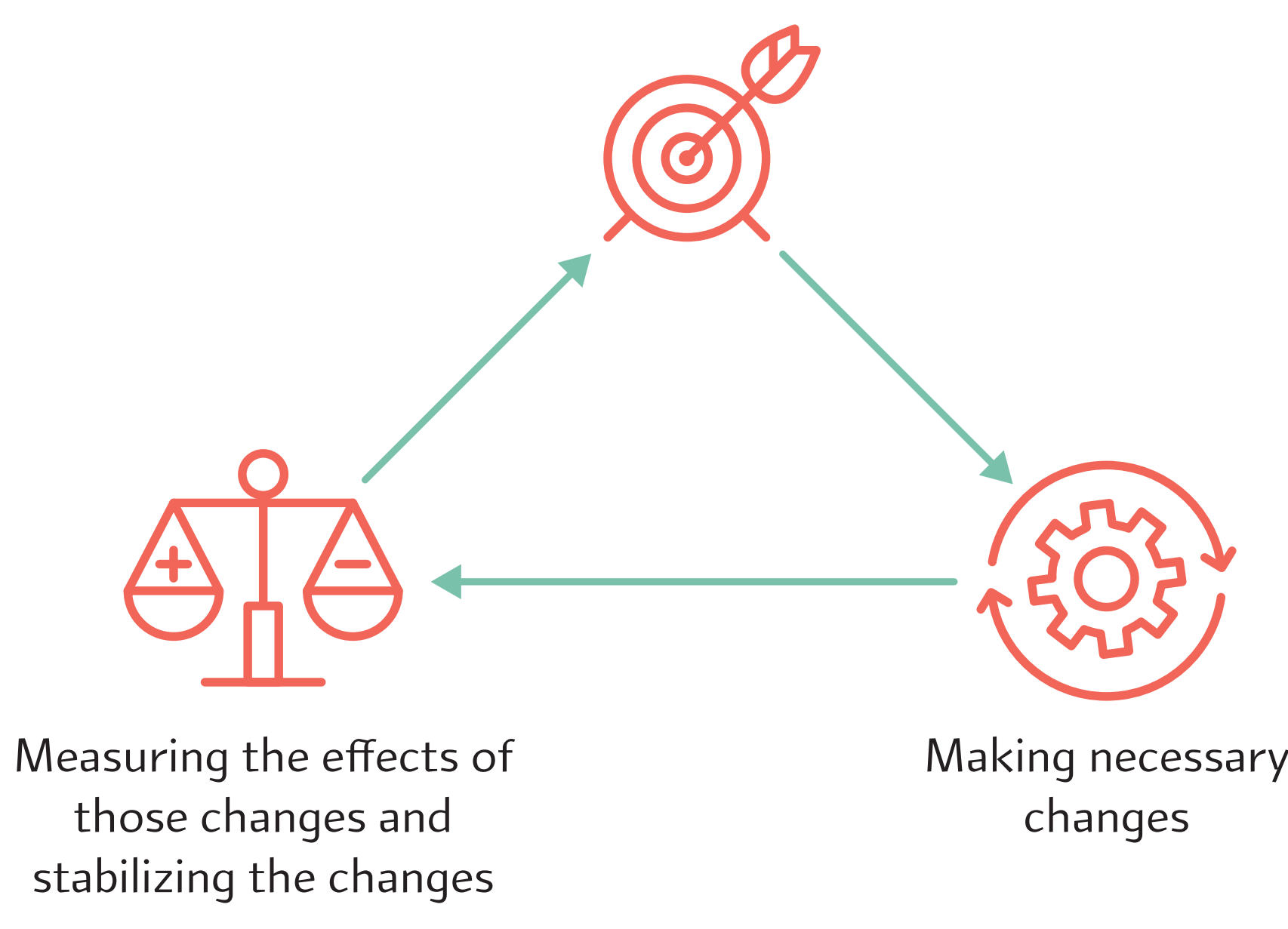
cite a failure of leadership buy-in

Methods of Process Improvement

Continuous Quality Improvement (CQI)

Involves understanding a system as a set of processes by:

Identifying opportunities for process improvement



Lean Production

Focuses on **eliminating waste in a system**. There are **seven types of waste** in lean production:



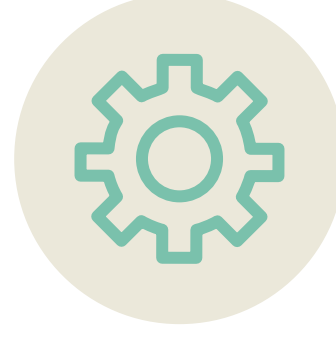
Overproduction



Time on hand (waiting)



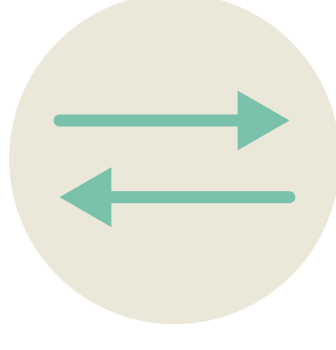
Transportation



Processing



Stock on hand (inventory)



Movement



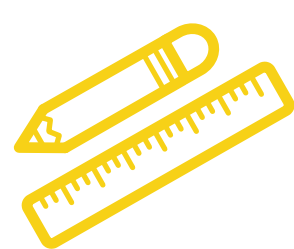
Defective products

Six Sigma

Focuses on **eliminating deficits in producing goods or services** through a **5-step approach** called DMAIC:



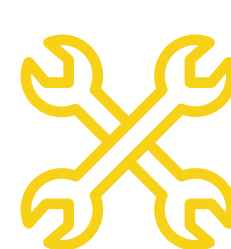
Define



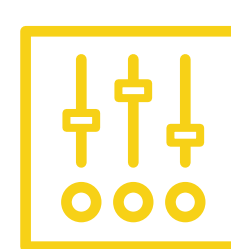
Measure



Analyze



Improve



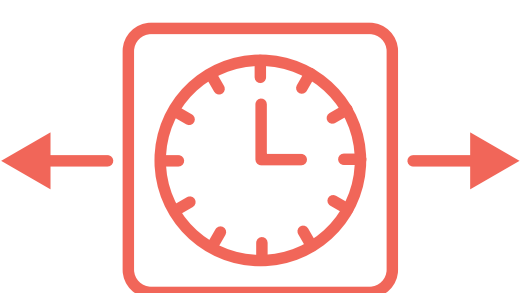
Control

The Results

By improving process and smoothing handoffs throughout an organization, a hospital with 40,000 emergency department visits per year can:



Reduce average length of stay in the ED by **1 hour.**



Gain up to **40,000 hours** of increased capacity.



Gain **20,000 more potential visits** (if each visit averages 2 hours).



Earn **\$2 million** in new revenue for the physician group (based on \$100 per visit).



Earn **\$8 million** in new ED visits (based on \$400 per visit).

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