










SELECTING PROBLEMS FOR IMPROVEMENT

LEVEL 2 TOOLS

Stabilizing



AREAS AND IDEAS TO CONSIDER

 Patient Experience	<p>To benefit from improvements in quality of products and services, the patient must recognize and appreciate the improvements.</p>
 Focus on the Product or Service	<p>Although many UBTs focus on ways to improve specific processes, it is also important to address improvement of products or services.</p>
 Improve Workflow	<p>Improving the flow of work in processes is an important way to improve the impacts on efficiencies and patients produced by those processes.</p>
 Optimize Inventory	<p>Inventory of all types is a possible source of waste. Understanding where inventory is stored in a department can be the first step in finding opportunities for improvement with a UBT project.</p>
 Eliminate Waste	<p>Look for ways to eliminate any activity or resource in the department that does not add value to patients' care.</p>
 Error Proofing	<p>Redesigning systems makes it less likely that caregivers will make errors. Some ways to error-proof: create standard work with clearly designed steps in order; create easily-accessible process maps; put 'checks' or 'stops' in place to ensure that only the correct steps are taken.</p>
 Change the Work Environment	<p>Changing the work environment itself can be a high-leverage opportunity for making all other process changes more effective.</p>
 Manage Time	<p>A UBT can make significant improvement by reducing the waiting times for a department's services, lead times for orders and deliveries, and cycle times for all functions in the department.</p>

Source: Institute for Health Improvement www.ihl.org/IHI/Topics/ImprovementMethods/HowToImprove (KP Intranet only)