



Create a sense safety and ease throughout the family visit. Families should have easy access to staff, information and amenities.



Create an environment conducive to healing and personal needs. Patients should be well informed of their diagnosis and their treatment plan. They should have ease of access to care providers and services



Staff should have easy access to their patients and the equipment and supplies they need to effectively care for their patients. They should feel supported and efficiently communicate with the interdisciplinary team



Medications have the potential to harm patients when standard processes are not followed. Medications should be easily accessible, documented, and patients should be educated about what meds they are taking



Information should be easily accessible for patients and staff of all ages, languages and disabilities.



Supplies should be easily accessible and in the correct par levels. Wasted or unused supplies are costly in healthcare. Management of supplies should be streamlined



Equipment should be easily accessible, properly functioning and intuitively located throughout the space.

FAMILIES

Comfortable and ergonomic seating and sleeping areas; communication pathway to clinical staff and physicians; intelligent wayfinding; affordable, healthy food options

PATIENTS

Quiet, clutter free environments; seamless transition between departments/disciplines; patient education materials and services; reduced wait times for procedures and services

STAFF

Streamlined communication pathways; intuitive line of sight, location of equipment/supplies and medications; respite environments that promote staff well-being

MEDICATION

Strategic location of medication rooms, supplies and documentation; utilization of technology to increase medication safety; onsite retail pharmacy or streamlined process for order entry and pick up

INFORMATION

Utilization of technology for information sharing (kiosks, apps, tablets, etc); coordination of follow up from home devices

SUPPLIES

Point of care, high touch supply management; electronic supply inventory management; cues for supplies depleted/needed

EQUIPMENT

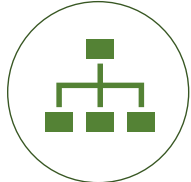
Locating systems for equipment; strategic planning of equipment location and charging needs; streamlined preventative maintenance.



Rework or repair of a service to meet customer's requirements



Any movement of people or equipment that does not add value to the service



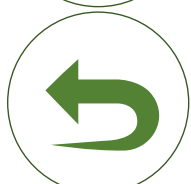
Producing more than needed or faster than needed



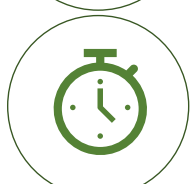
Effort which adds no value to the product or service



Any supply in excess of requirements necessary to produce or perform the service



Any movement of information or material that does not directly add value to the service



Idle time that is produced when two processes are not synchronized

ERRORS
RE-WORK

- Lab sample redraw
- Documentation mistakes
- Rebilling

EXCESS
MOTION

- Searching for supplies
- Walking back and forth to an inconveniently placed fax machine, printer or supply location

OVER-
PRODUCING

- Collecting information not used or too early
- Producing unneeded reports

UNNECESSARY
PROCESSING

- Multiple patient moves
- Recording the same information on many different forms
- Sign-in sheets

EXCESS
MATERIAL

- Excess paper reports
- Multiple receipt of same email
- Extra supplies

TRANSPORT-
ATION

- Moving files back and forth
- Excessive patient movement
- Improperly placed supplies

WAITING

- Patients waiting for test results, staff, information, etc.
- Unbalanced workloads