

Lean Six Sigma

PROCESS REVIEW

Lean Six Sigma (LSS) is a process improvement tool traditionally used in manufacturing settings - however Lean can be applied in any industry! It can help healthcare practices eliminate problems within output and processes, which will increase patient turn-around and help your office earn more money while providing a satisfactory patient experience.

In lean design, every step within each process should add value for your patients - from checking-in, to calling to getting lab results, to refilling a prescription. Lean examines how to make this possible while making your workload more efficient. This guide provides the basic 4 steps we can guide you through with examples to help relate LSS to your day-to-day within a medical practice.

The example on page 2 of this PDF lays out a common patient visit in a doctor's office. Each red hexagon indicates an area where the patient has to wait.

Here are three initial solutions we see that could decrease the amount of patient waiting time:

- Purchase software that allow the patient to complete paperwork before coming into the office.
- Process co-pay and ID check upon check-in.
- Designate an assistant to ensure all lab results are available and in the patient's file prior to physician entering the room.



