

Lean Six Sigma

IDENTIFY WASTE

Lean Six Sigma (LSS) is a process improvement tool that can help medical 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. One key component of LSS is to identify areas of wasteful activity and then reduce or eliminate them through restructuring your processes.

Examples of Common Waste in Medical Practices:

Following the wrong procedures	Ordering the wrong lab test
Following a process incorrectly	Doing a purified protein derivative test subcutaneously
Delaying a process	Ordering a mammogram after a breast mass has been palpated
Wide variations in demand	Seeing increased flu cases in the winter
Waiting (for patients, info, materials)	Not having lab results at the time of visit
Rework	Front-office having to re-write a lab order
Unbalanced workload	Only doing school physicals in August
Non-standardized work	Following different procedures during each diabetes visit
Duplication of processes	A symptom assessment that is repeated by a nurse or physician



