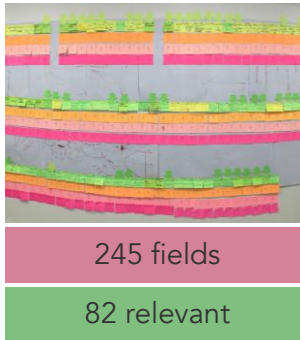
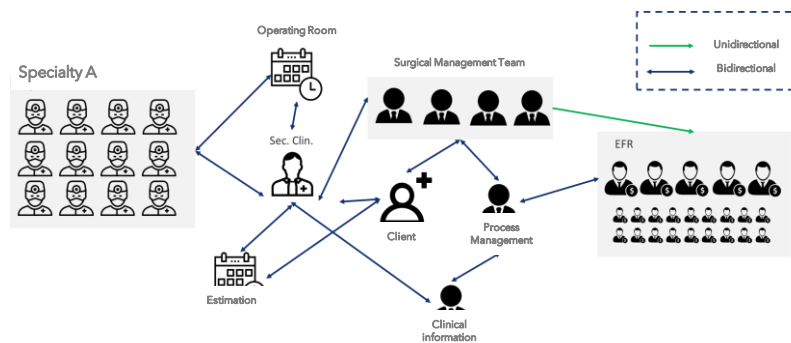


# Inpatient Circuit Optimisation in Healthcare

## PICTURES BEFORE



Excessive number of information fields required



Complex information flow and patient movement throughout the process

## Problem

- Low Operating Room occupancy: 68%
- High percentage of errors in Surgery Proposals: 84%
- High process lead time from consultation until surgery: 13 days

## Root Causes

- Excessive information intake during admission
- Multiple communication channels and tools used by different teams
- Lack of standard process for creation of surgery proposals
- Absence of evaluation metrics and targets to monitor patient satisfaction and process Lead Time

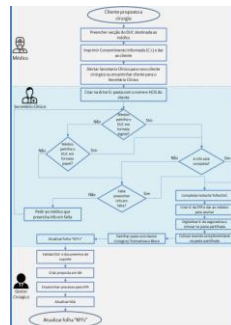
## PICTURES AFTER



Visual Management of Proposal Backload and Lead Times



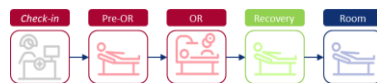
Digitalisation of information intake



Standard for Surgery Proposal Creation



Fast Track Service Desk for same day surgeries



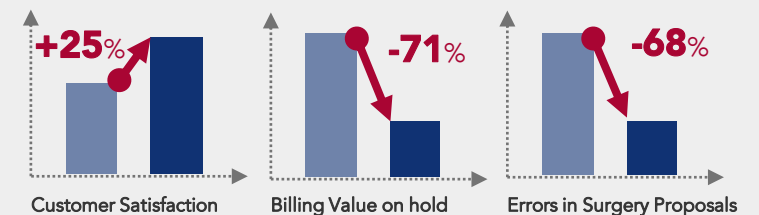
Improved Patient Flow

## Solution Approach

- Daily Management of proposals to be created followed by their updated process lead time
- Digitalisation of administrative information intake to improve customer experience and reduce information handling
- Standard for creation of Surgery Proposals to decrease errors and eliminate redundant tasks
- Creation of flow in patient movement through the implementation of a pre-OR area and elimination of room occupancy by pre-surgery patients

## Benefits

Savings  
£3.5m/year



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