3-P Lean Design Planning
People – Preparation - Process

- An event to develop and define a lean equipment and supply chain logistic system before the start of implementation
- Define the process first – then design the layout to support the process
- Designed by the people who use the work space incorporating lean principles
Design a New Pain Medicine Clinic

Goals

• Improve patient and family experience
• Improve clinic efficiency
• Improve staff and provider workspace
Current State

- Waiting Area – Lack of privacy
- Reception - Lack of privacy, bottleneck, appears congested and unprofessional, poor access for wheelchairs, staff work space small and cluttered, phone calls are easily overheard
Current State

- Exam Room - Too small for bedside procedure, one side bed access, isolated, shared vitals on wheels, chairs too small for patients and family, no printers in exam room, back to family members
Current State

- Fluoroscopy Room - Trip hazards, Scrub room not used, deep rooms, cross flow issues, too much extra “stuff”, Too many turns to get to recovery, work spaces overlap, leads in Fluoro rooms/x-ray exposure
Current State

- Recovery - Long way for family to walk to, lack of privacy in main halls, stretcher movement is a challenge, 4 bays are too many – leads to parking equipment and linen cart, used for storage, high noise levels from hallway and other bays
PLAN Day 1

- Define the project & identify key players
- Establish goals
- Assess current situation
Day 1 – Plan

Lessons Learned

- Don’t assume it won’t work
- I can act like a 12 yr old (use my creativity)

Accomplishments

- 7 unique design ideas
- Incorporated On-stage/Off Stage principles
DO Day 2

- Design the clinic
- Build the cardboard mock-up
- Try it out (Simulation)
Day 2 - Build the clinic

Lessons Learned
- Stay unbiased
- Gorilla tape rules

Accomplishments
- Got Big equipment done
- Built the BEST C-Arm ever
- New design flow ideas
STUDY Days 3-4

- How did it work?
- Did it address deficiencies identified?
- Did we get the expected and desired results?
Day 3-4 Simulation & Open House

Lessons Learned

- Lessons Learned
- Built & rebuilt check-in space
- “We have a great clinic design”
- “We changed our master plan again”
- Successful exam and procedure sims”

Accomplishments

- When you don’t like it, change it. It’s cardboard
- Thinking outside the box really works
- Progress happens despite ourselves
ACT Day 5

- Have other problems surfaced?
- Lessons learned
- Take action or refine the plan
OUTCOME

Goals

• Improve patient and family experience
OUTCOME

Goals

• Improve patient and family experience
• Improve clinic efficiency
OUTCOME

Goals

• Improve patient and family experience
• Improve clinic efficiency
• Improve staff and provider workspace
ADDITIONAL BENEFITS

- Process helped us better understand the physical space
- Simulations pointed out what didn’t work
- Team worked together in new ways
- Allowed us to gain insight into everyone roles