



Healthcare Crisis From The Front Lines

Introduction

1 in 100

admitted will die from a medical mistake

20% to 50%

diagnostic procedures are unnecessary

6 in 100

will be permanently disabled

5% to 10%

acquire a nosocomial infection

1 in 2

(50%) will suffer some preventable harm

3 in 100

have incorrect ID band

15 of 100

diagnoses are incorrect

All of these mistakes are preventable!

Lean Six Sigma for Hospitals - Jay Arthur

**Health
First**

Health Insurance ■ Hospitals ■ Medical Group ■ Outpatient Services

2012 Performance

134 MINS

ED request to occupy

88 MINS

EVS total turn time

>4 HOURS

ED hold times

63 MINS

request to assign for bed

4.25%

Left Without Treatment (LWOT)

9.25 HOURS

discharge window

34 MINS

internal transport pending to in progress

\$4M~/YR

dead bed time

All numbers in average

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What Are The Priorities?



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Process Steps



Conduct value stream analysis

Identify and eliminate waste



Streamline documentation

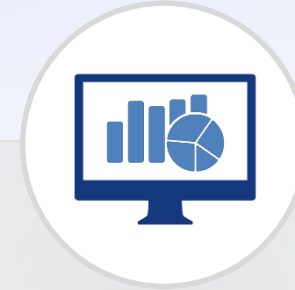


Set expectations and responsibilities by service provider

Drive To Excellence



Our Electronic Medical Record (EMR) doesn't have capability to provide **required throughput metrics**



The EMR doesn't have a robust **report writing application** to push out metrics to the care team

Operational Platform

TeleTracking allowed true data analysis

We built **over 200 reports** in Customized Reporting Solutions (CRS)



Driving daily accountability
to best practice metrics



Real time notification
upon non-performance

Care Traffic Control



Registration



Case Management



Direct Admissions



Transfer/Access Center



Bed Placement



Helicopter Dispatch



Electronic ICU (EICU)

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Real-Time Dashboards



Emergency Department Outcomes



12% increase
in ED visits



Reduction in ED wait
times >70% (33K hours)



Request to assign time
reduction of 81%
(57 mins to 10 mins)

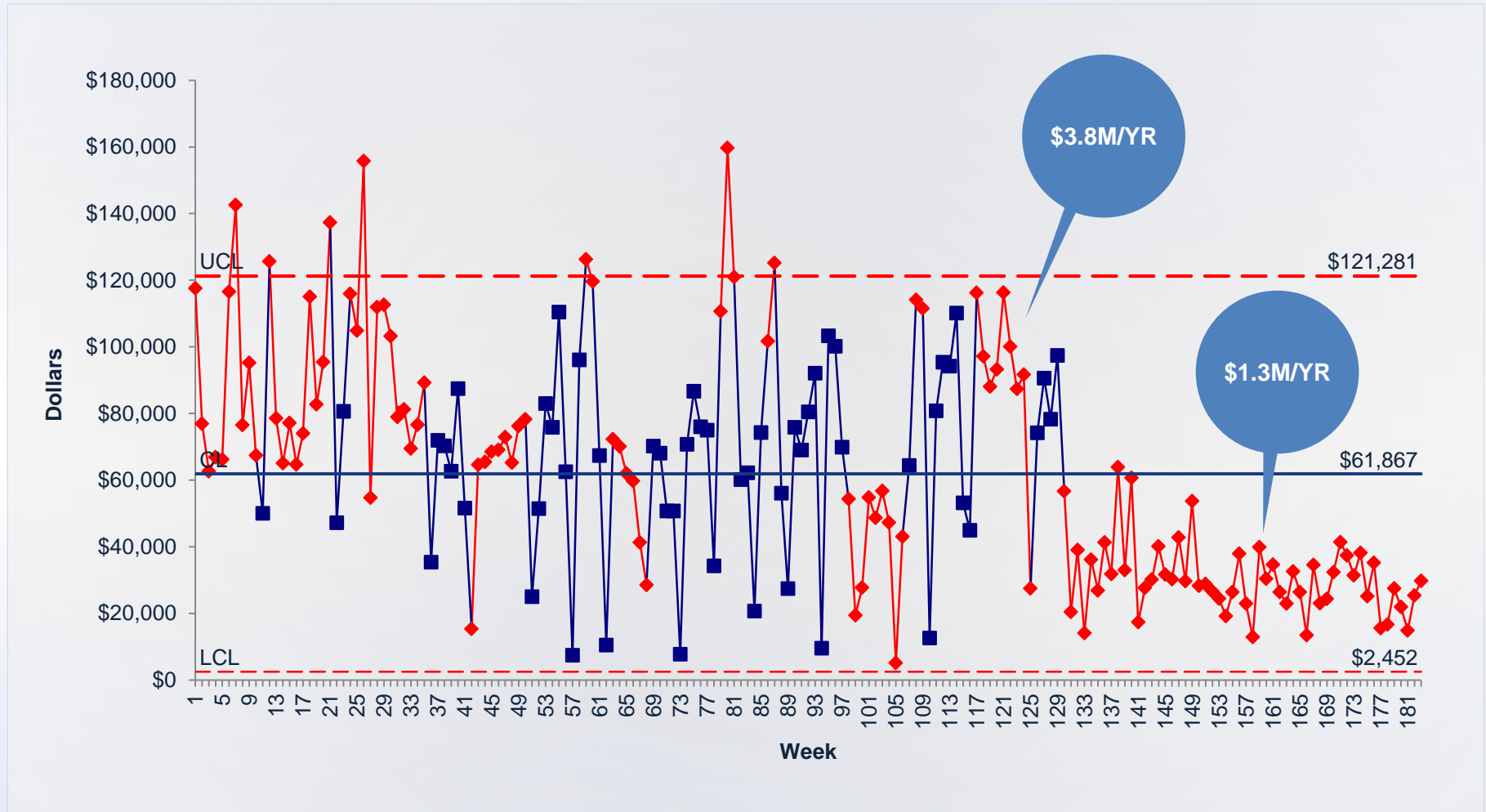


Hospital acquired
conditions reduced by
15% without rebound



Reduction in Left
Without Treatment
(LWOT) to less than .25%

Hold Time In Dollars In The Emergency Dept



Discharge Kaizen





Questions & Answers