The Seven Tenets of Healthcare Process Improvement

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1. The Setting

Hospitals & Clinics
- Multifaceted care processes
- Diverse and complex treatment regimens
- Urgent and immediate care requirements
- Changing patient density and demand patterns
- All types of care represented

2. The Problem(s)

- Facility design
- Manpower allocation by specialty and time period
- Equipment and material provisioning
- Timely patient care
- Effective patient care

3. Needed Analytics

- Time/Distance evaluation
- Patient flow and arrival pattern impact
- Equipment utilization rates
- Identification of sources of delay
- Cost
- Manpower usage
- Sources of treatment errors

4. Information Sources

- Accurate, annotated floor plan
- Staffing plans
- Operational logs
- SOPs
- Patient care plans
- Equipment and material life expectancy and costs
- Opinion surveys

The Seven Tenets

1. Hospitals aren’t factories!
2. Hospitals don’t produce a product!
3. Patients don’t “flow!”
4. Patient-Treater integrality is critical!
5. Differential Utility is facility wide!
6. Chronic Variance is the rule!
7. Efficiency vs. Effectiveness is the exception!

Simulation-based Process Improvement

- Accurate and Representative
- Effective and Inclusive Analysis
- Trustworthy Results
- Valid Conclusions
- Acceptable Recommendations