



What You Need to Know About Process Improvement

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PDSA Model



Lean Definition

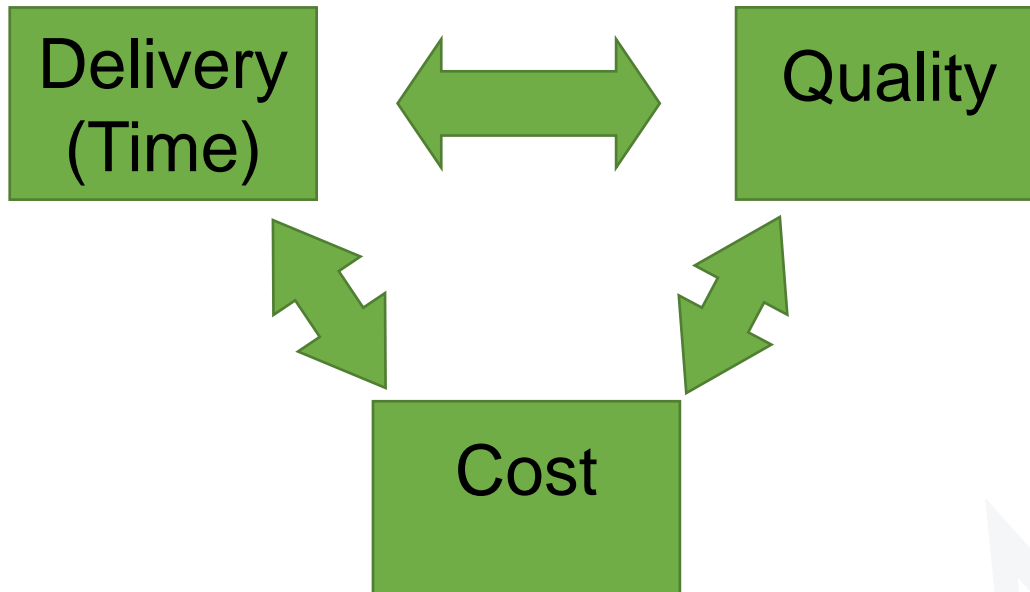
- A systematic approach of analyzing the flow of information, process, and materials in order to eliminate waste while striving for continuous improvement to achieve enhanced value to the customer
- AKA: The elimination of wasteful processes and waste within processes

What Process Improvement (Lean) is not...

- A method to reduce the organization's headcount
- For companies where control of employees is #1 for leadership
- A one-shot quick fix for problems



Services and Management



PDSA/Lean Process- How do we do this?

1. Define the System
2. Describe the Problem
3. Study the Current State
4. Analysis of the Root Causes
5. Theory of Improvement
6. Implement Theory
7. Study the Results
8. Standardize the Improvements
9. Cont. Improvements

Value Added

- Value Added
 - Any activity that increases the market for, or function of, the services (the products the customer is willing to pay for)
- Non-Value Added
 - Any activity that does not add form, function, or is not necessary
- Necessary Non-Value Added

Types of Waste

- Storage (excess inventory, decisions in process)
- Transportation (moving)
- Overproduction (forms)
- Unnecessary processing (“re-”, Non-value added)
- Waiting
- Excess movements (handoffs)
- Defects (errors & rejects, loop-backs)

Benefits of an Improvement Environment

- Increased customer service levels
 - Lean, agile, and connected to the actual patient demands
- Improved customer retention
 - Improving continuously to enhance all stakeholders' values
- Reduced service lead time
 - Responsive to the patient needs for new products and services
- Improved productivity
 - Employees value and are connected to their work
- Growth in earnings
 - Transforming culture to sustain improvement and profitable growth
- “Flow” vs Function
- Climate of healthy dissatisfaction...



Think Differently...



*Iowa Healthcare
Collaborative*

**NOW - Let's Practice...
Thank you & Questions?**

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