When it comes to healthcare, providers have a responsibility to practice effective and efficient healthcare and to use health care resources responsibly. Parsimonious care that utilizes the most efficient means to effectively diagnose a condition and treat a patient respects the need to use resources wisely… - ACP Ethics Manual, Sixth Edition

Efforts caused by rework, scrap, incorrect information

Some Examples
1. Pertinent information not communicated
2. Incorrect information communicated
3. Expired medication
4. Diagnostic errors

What examples can you think of based on your experience?

Over-production

Some Examples
1. Unnecessary diagnostic tests
2. Peak staff during non-peak hours
3. Ordering medication that the patient doesn’t use due to cost, lack of education, need

This area is sometimes harder to spot in healthcare. Do you have other examples?

Waiting

Some Examples
1. Patients waiting
2. Waiting due to lab result delays
3. Waiting for available exam room

Where do you find yourself waiting during your workday? Where do you see others waiting?

Under use of people’s talents, skills & knowledge

Some Examples
1. Not listening to team member’s suggestions
2. Fostering a climate where contributions are not valued
3. People doing work below their level of licensure

What examples come to your mind?

Extra-processing

More work or higher quality than is required by customer

Some Examples
1. Treatment by subspecialists that could be done by primary provider
2. Complex testing when simpler would suffice, e.g. MRI when X-ray would do
3. Follow up appointments that don’t improve patient outcomes
4. Unnecessary paperwork

Where do you see extra processing in your day?


Source: https://blog.kainexus.com/improvement-disciplines/lean/7-wastes-of-lean-in-healthcare