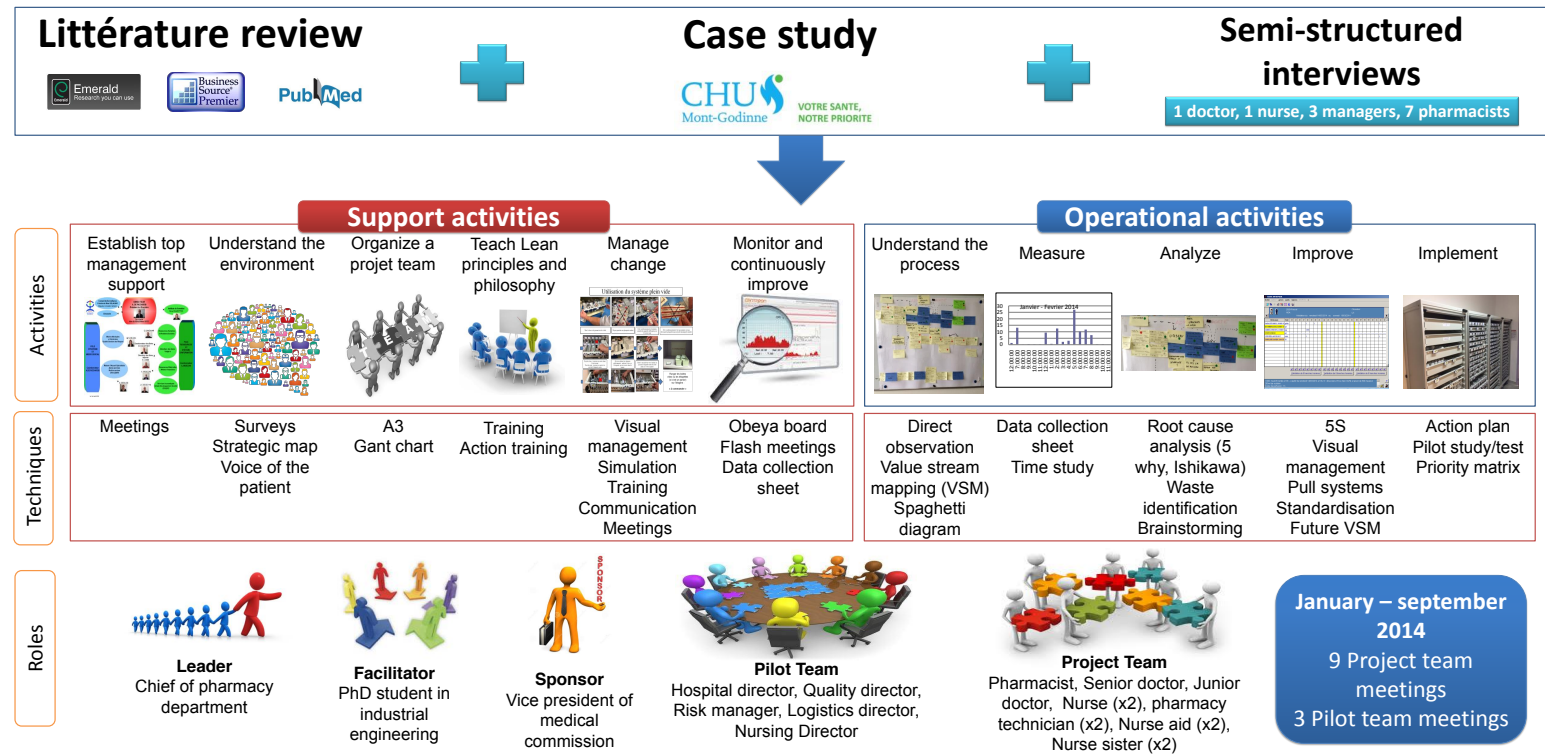


# HAM 15-0131 A robust Lean method for improving the medication management process

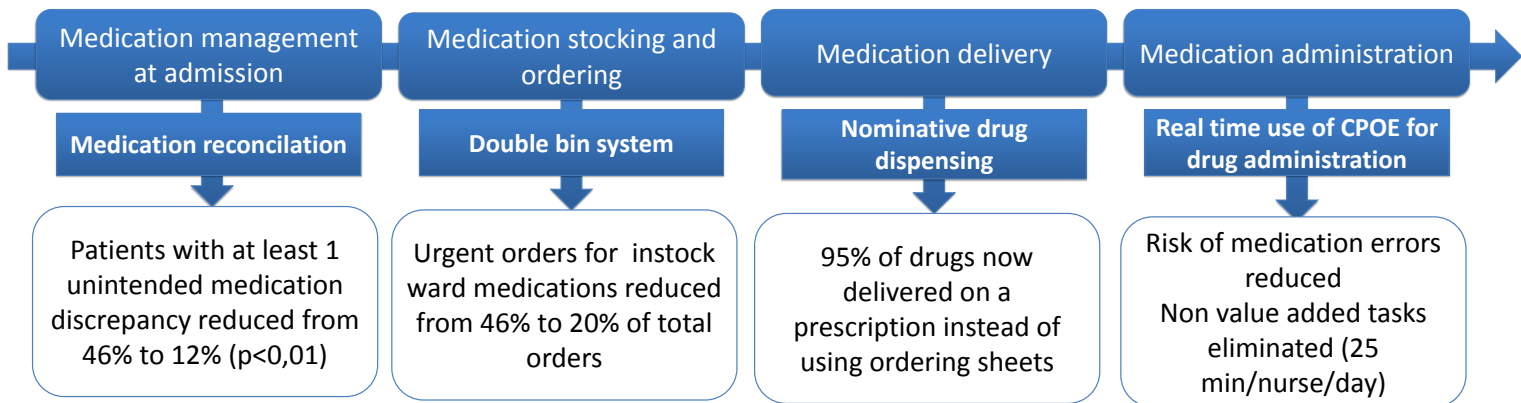
## Why was it done ?

Hospitals are facing strong economic constraints and increasing requirements in terms of quality and safety of care. To address these difficulties, a solution could be to reorganize processes and relocate resources through the use of industrial engineering Business Process Improvement approaches such as **Lean**.

## How was it done ?



## What was achieved ?



## Satisfaction survey (september 2014)

> 80% of the stakeholders surveyed (45) considered that the changes made to the process improved their working conditions (no impact for the others)

100 % of the participants to the project team (12) were satisfied with the method used to conduct this improvement project

## What's next

The top management of the hospital has decided to promote this method and is currently creating and training a specific improvement team to support other improvement projects in the hospital. Future projects will concern:

- Patient pathway for patients receiving chemotherapy in the day care center
- Patient pathway in the emergency department