

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

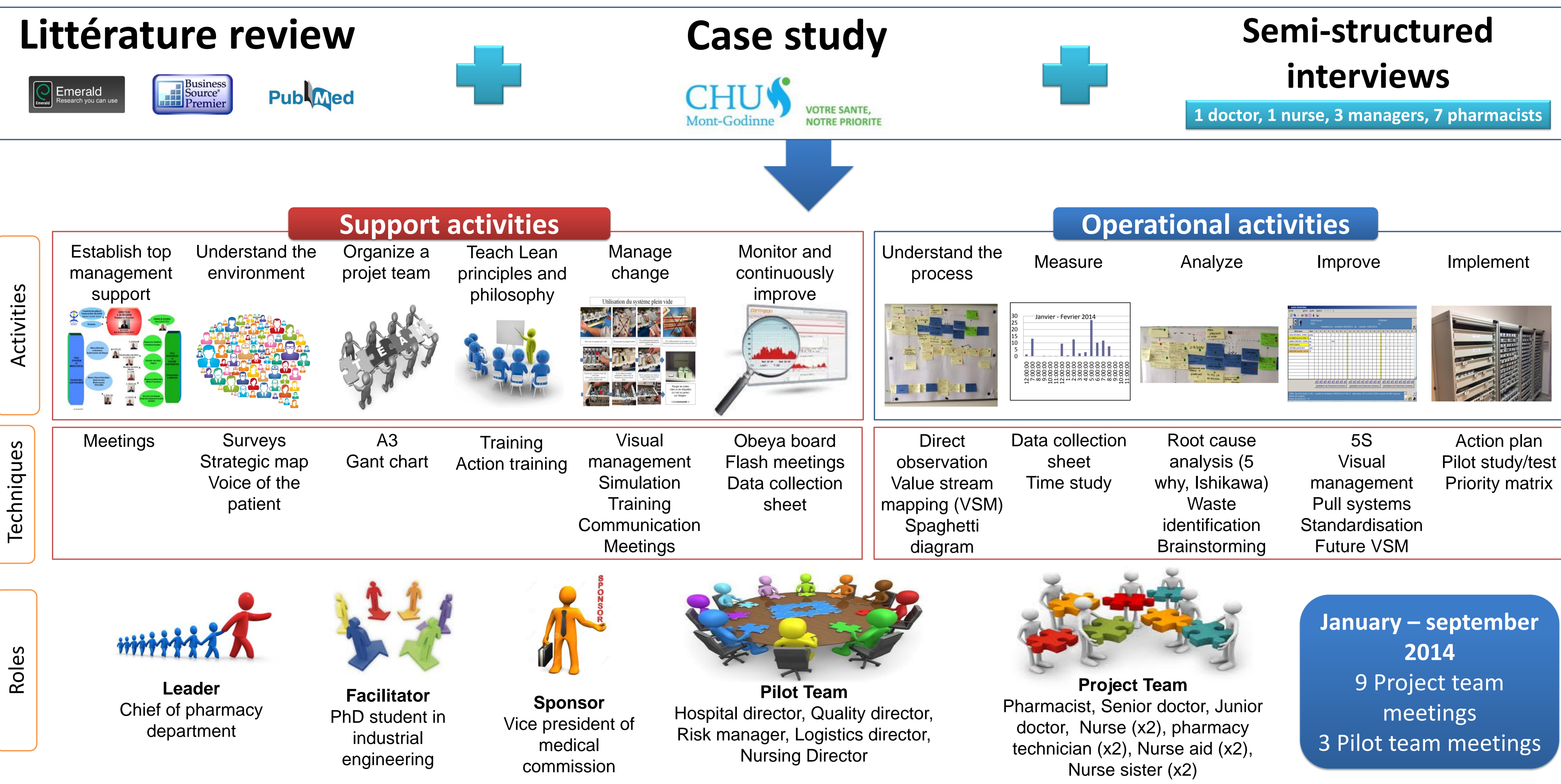
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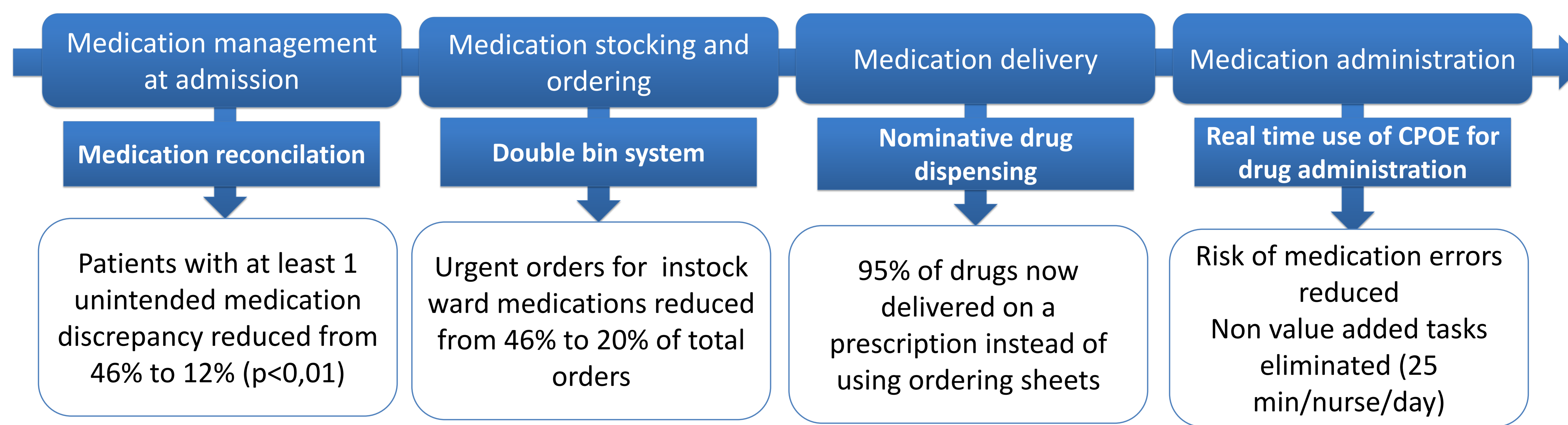
Why was it done ?

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