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Value stream maps & dashboards: Improving patient care flow & tracking improvements

LeKisha McKinley
LQM Business Strategists, USA

Many healthcare organizations believe that the answer to safer, more enhanced service access and quality to patients is only through spending variable sums of money on new business process technologies. However, securing a new IT system without analyzing internal processes and streamlining the interaction and connection among those component parts (including clarifying roles and responsibilities and instituting base evaluation criteria), to establish a framework that optimizes the value flow through the organization, will only continue to perpetuate the cycle of lacking patient care (reduced patient throughput, extended wait times, and, in some instances, mis-diagnosis due to limited capacity and time), failing revenues, and budget over-spending. Healthcare facilities must have a very clear understanding of its current state operations and how and by whom patient care is admitted, processed and handled, and exits the system; in so doing, only then can those aspects that are constraining the system be identified and resolved. The solution: value stream maps (VSM) and dashboards. The dashboard in tandem with the VSM gauges critical performance areas so that organizations can understand how processes are working, how effectively the system is integrated (how well all parts of the system interface), and how the organization responds to patients at all points throughout the system. Armed with this information, healthcare institutions can identify critical points of constraint and develop solutions to overcome the disparities and deliver service to customers faster and better, often with improved quality. This session will teach attendees how to pull an effective VSM, types of questions to ask and tools to use to identify areas for improvement, as well as ideal measures and dashboards to create in assessing solution value, performance improvements and outcomes. Moreover, attendees will also understand how to leverage data stories to inform next-level program strategy.

lekishamckinley@LQMbusi.com

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