Title: Justification for Middletons’s Emergency Medical

What is the problem?

Medical LoS is our BIG problem and is having an adverse effect on our other Big 4

Current condition:

1571 minutes (15%)
Treatment Time

V's

9415 minutes (85%)
Waiting Time

Target condition: Reduce Waiting Time by 64%, therefore reduce average LoS for Medical Patients by 4.94 days

Root Cause Analysis:

• No real plan for patients (hence no actuel)
• Departmental working hours are not synchronized
• Capacity (staff) not calculated to meet Demand
• Frequency of interventions not designed to meet Demand

Proposed countermeasures:

• Create Stability thru Ops Management
• Place offline services online & get them operating to ticket
• Create Continuous Flow
• Introduce Buffers where we cannot Flow
• Create a Single Point of Schedule (Pacemaker)

Plan:

Follow Up:

• Conflicting Cost Improvement Initiatives in departments & divisions
• Who will do this work
• How will we know if the actions have the impact needed?

Responsible: JB Team members: BW/NE/IE/ML/HW

Agreed by: MT Date: 06/11/07