

Lean in Primary Care

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Saginaw MI

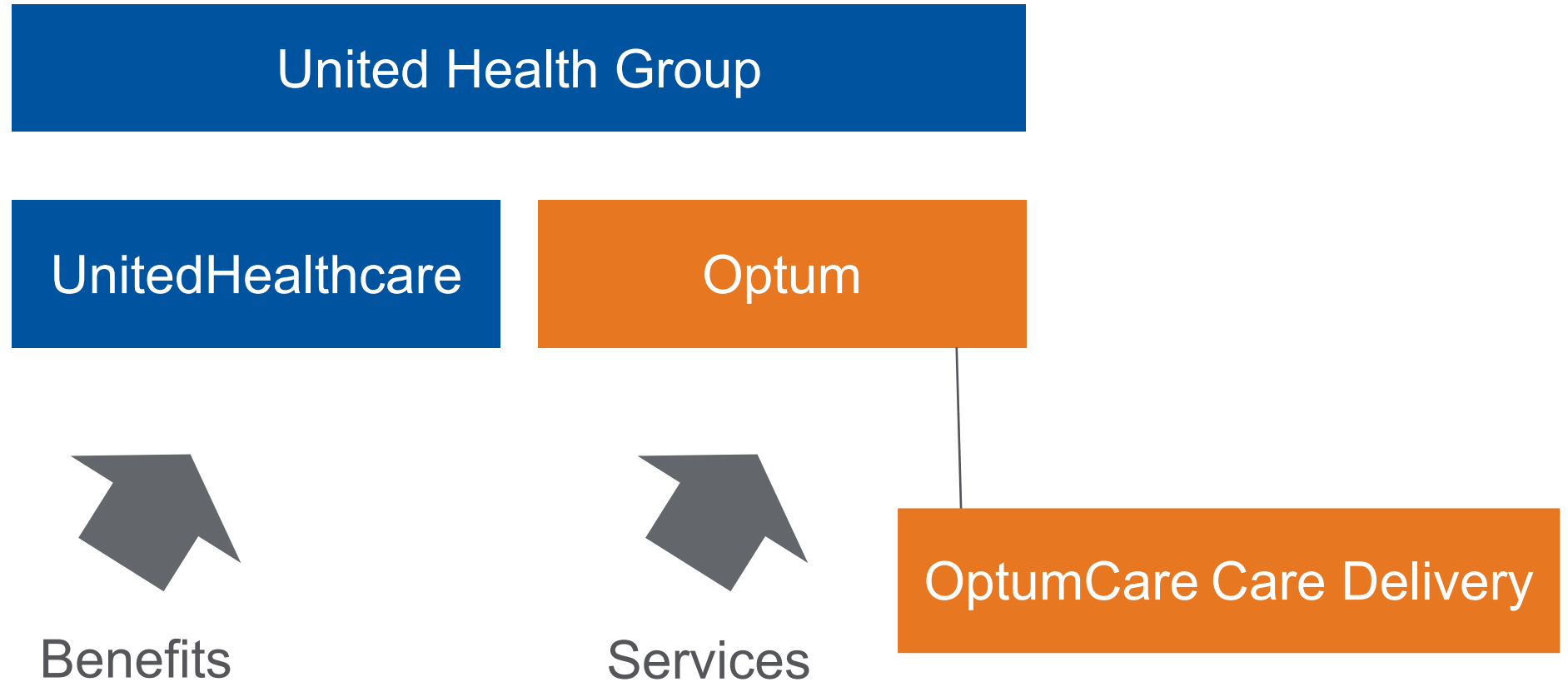
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Basics

1. Yes, you can have the slides
2. Discuss this with me as we go
3. Contact me later with every question or comment:
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OptumCare



OptumCare Care Delivery

OptumCare® is a family of over **39,000** physicians and APCs working together in over **1,200** local clinics to help over 14 million people live healthier lives.

Our purpose: Make care more effective for patients and more satisfying for providers – with a multi-payer model to ensure comprehensive access to care.

It's Time for Lean in Ambulatory Care

The Amazon logo is centered on a light gray rectangular background. It features the word "amazon" in a bold, black, lowercase sans-serif font. Below the text is a curved orange arrow that starts under the letter 'a' and points to the right, ending under the letter 'n'.

amazon

What patients say In the USA

Help me access the right care, the way I need it, when I need it, how I need it. Help me afford it. Then, eliminate surprises.

David M. Cordani, Cigna CEO, 07-02-19

What patients say at OptumCare

It's very difficult to make an appointment to see the doctor.

They take too long to make my follow-up appointments

The doctors are too busy

You should not have to wait two to three months to get a appointment with a doctor . In my case it was four months.

She told me my potassium was low and I never heard a word on whether it was ok.

And then when you do make appointment it is not with your doctor, it is with somebody that happens to be there.

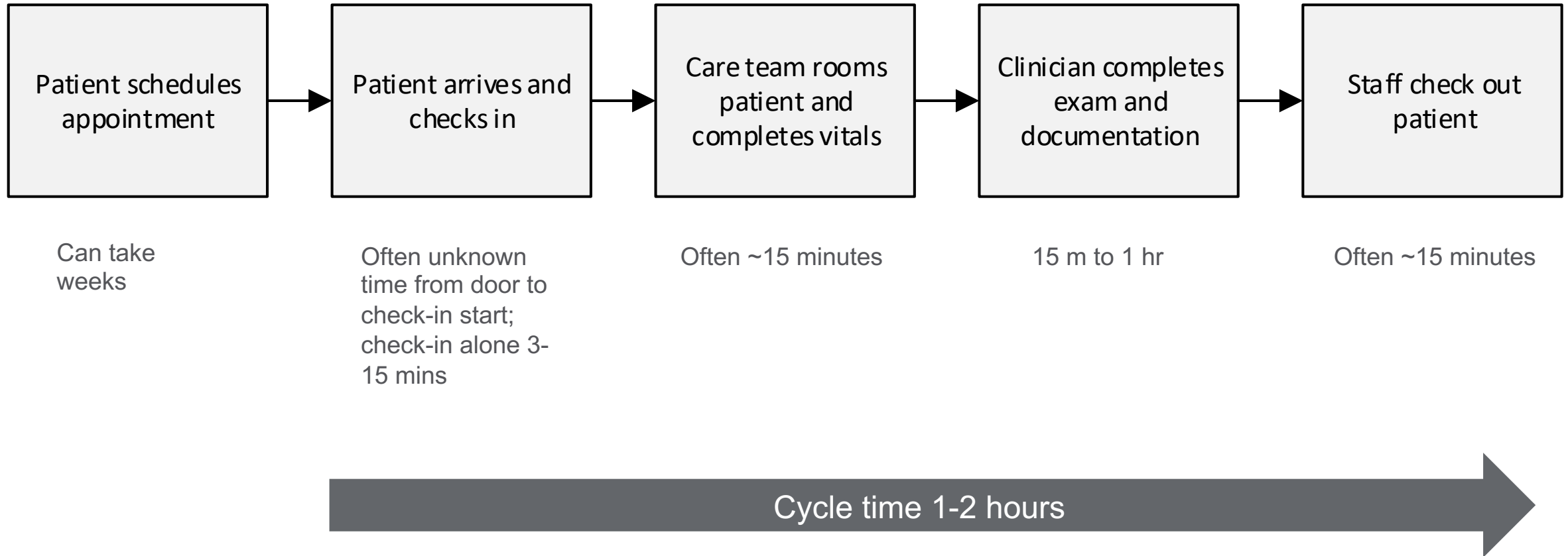
They were in a crappy mood when they took me back to the room

Get rid of the computer & paperwork that takes so much time ... it is a lot of busy work for the doctor.

Lean Opportunities

1. Shorter times to requested appointments
2. Shorter and more efficient patient visits
3. Improved quality of services
4. Reduced floor space for non-value adding processes
5. Getting work done during standard work hours
6. Reduced waste (less walking, rework; fewer burned-out employees)
7. Better teamwork

The Ambulatory Workflow



Caveats

1. Every practice has a different culture
2. First steps vary
3. Every rule and principle of lean applies

Methods that can help

1. Morning team huddles
2. Kaizen event
3. Kanban boards
4. 5S of supplies
5. Process mapping
6. Education about flow, value and the wastes
7. Improvement Kata instruction
8. Develop Lean Facilitators

Daily Management Board for Dr. Juarez

Sched	Pt	Arrived	Roomed	Dr
8:30	<i>Juan Lopez (64)</i>	8:15	8:20	8:35
9:00	<i>Amy MacNeal (29)</i>	8:50	9:00	9:15
9:45	<i>Sam Sorti (73)</i>	9:35	9:40	9:45

Scaling

Problem: hundreds of ambulatory care clinics

Possible solutions:

1. Provide lean thinking and skills education to cohorts by job title
2. Use the Kaizen training method: See one, co-lead one, lead others
3. Find a zealot per clinic or region and send her to lean training somewhere

Ambulatory care
benefits with us!

Questions and wishes



Thank you!



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#leantonyheath