

Continuous Improvement At The Point Of Service

LEAN DAILY IMPROVEMENT (LDI)

PURDUE
HEALTHCARE ADVISORS

AGENDA

- What is LDI?
- Learning Path
- Applications
- Q&A

What is Lean Daily Improvement (LDI)?

Lean Training & Certification

**LEAN
FIRST**

1 Lean Practitioner

Plans, delivers and facilitates-to-closure Kaizen and Rapid Improvement Events (RIEs).

2 Advanced Lean Practitioner

Facilitates Value Stream Management and complex RIEs to ensure that successful solutions spread across the organization.

3 Lean Leader

Offers the most advanced lean skills and experience to plan and facilitate organization-wide adoption of lean thinking, management systems and culture.

LDI Lean Daily Improvement

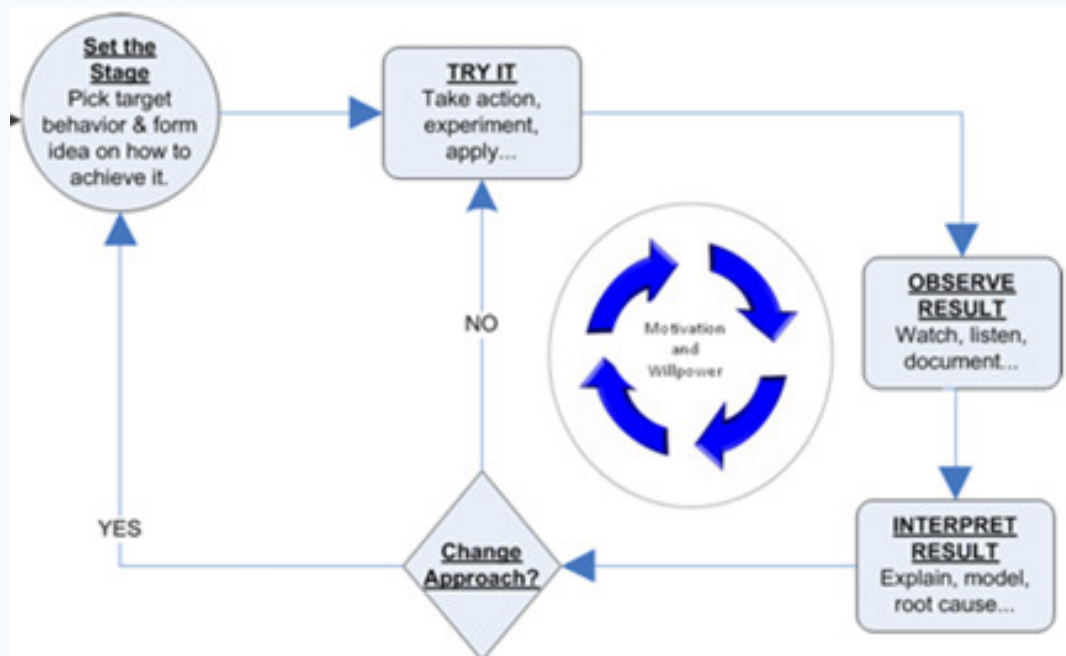
Lean Daily Improvement (LDI) is a continuous improvement process run at the point of service.



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What is Lean Daily Improvement (LDI)?

- LDI is a form of learning from experience
 - one of the “learning loops” in the lean toolkit for improving performance
- It is focused on small-step changes and continuous improvement done by a team while they work



LDI

A method for making small meaningful daily adjustments to how we work and behave in order to hold or improve a metric.

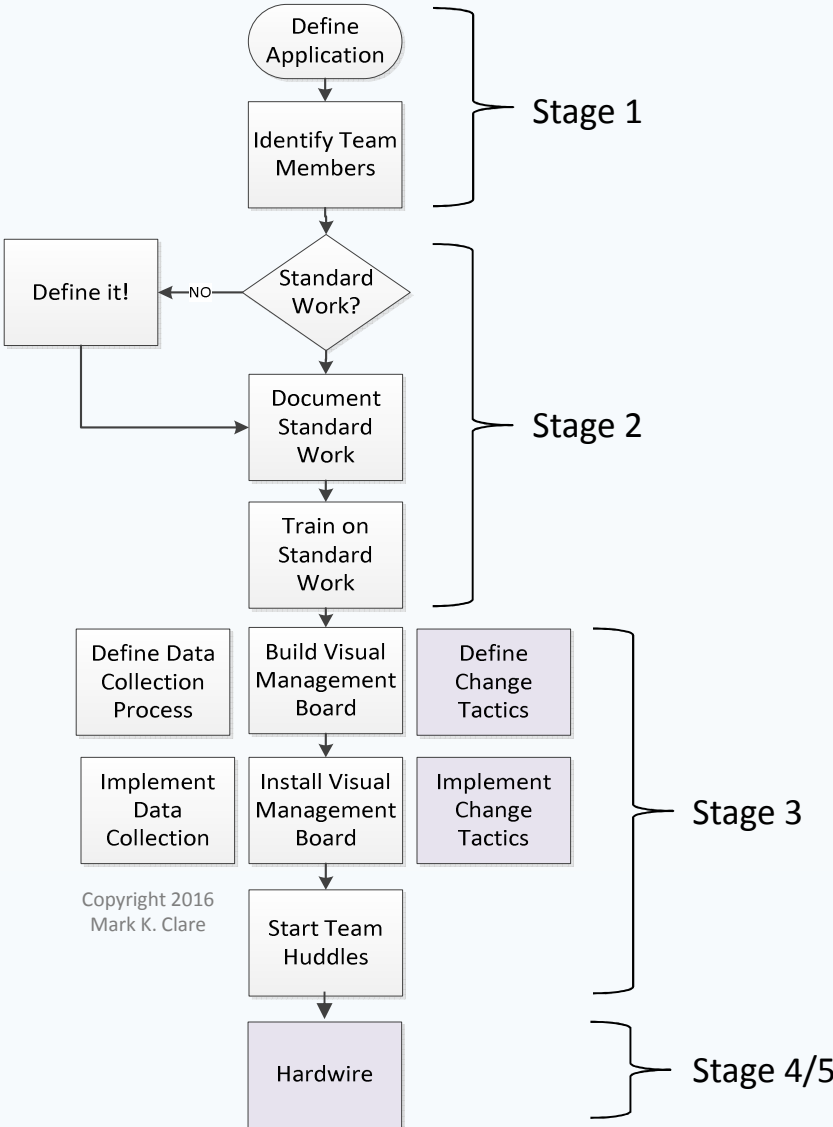
Why?

Made a significant change and need to achieve its full effect and sustain the gain.

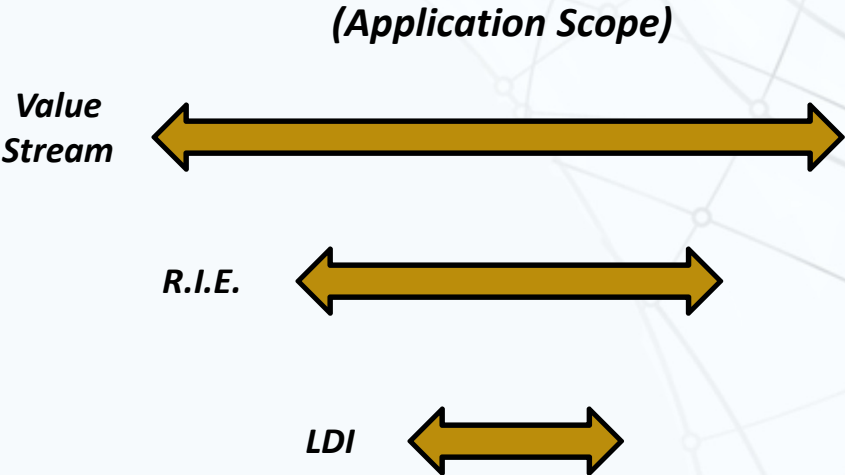
Want to establish a continuous improvement habit across your work area or organization.

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The LDI Process



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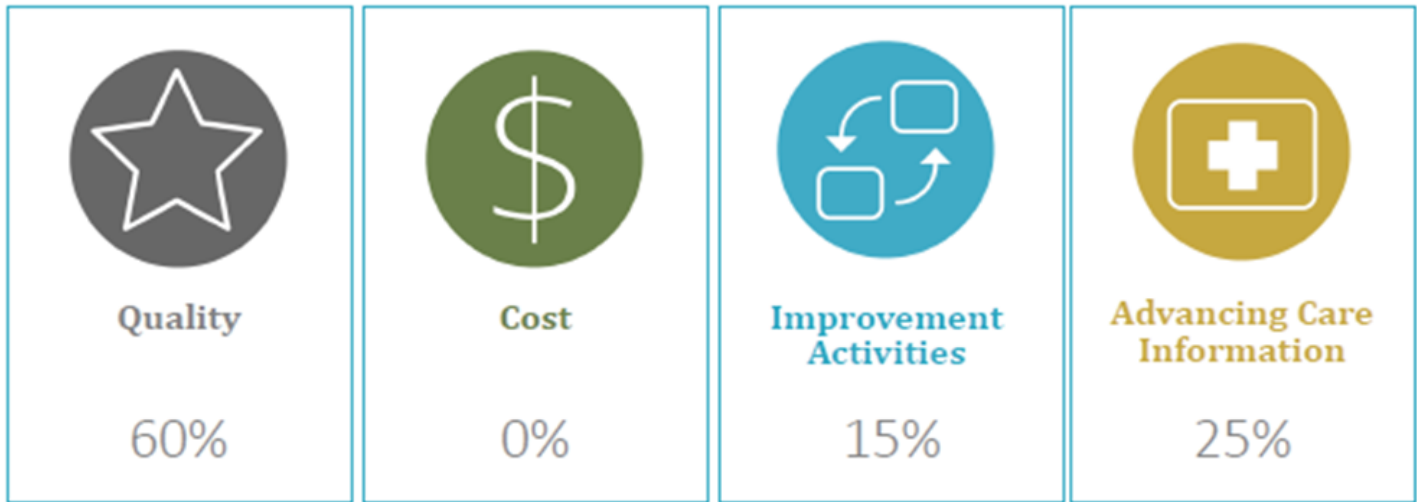


(LDI Training Deliverables)

- Pre-Work/Preparation
- Two Day Onsite Training
- Post Training Coaching



MIPS Link To LDI



LDI

LDI

Attest

LDI

LDI Examples

Medication Management

- LDI Application: Reduce ADEs that lead to ED visits / hospitalization

Scheduling

- LDI Application: Reduce no shows

Promote Healthy Lifestyles

- LDI Application: Reduce childhood obesity in your panel

PCP Empanelment

- LDI Application: Patients correctly empaneled to primary care provider

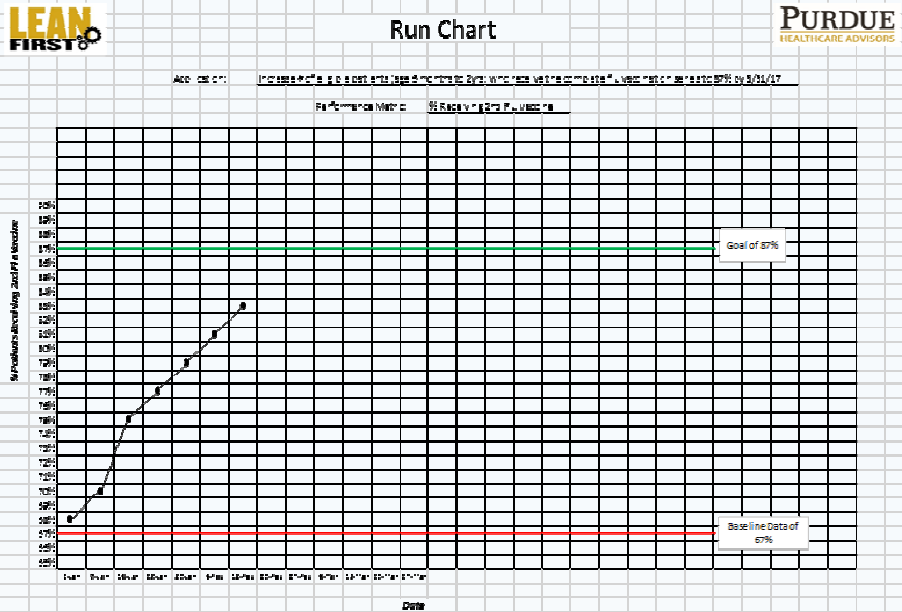
Flu Vaccination

- LDI Application: Increase the number of attributed patients, aged 6 months to 2 years, who receive the complete flu vaccination series

Cancer Screening

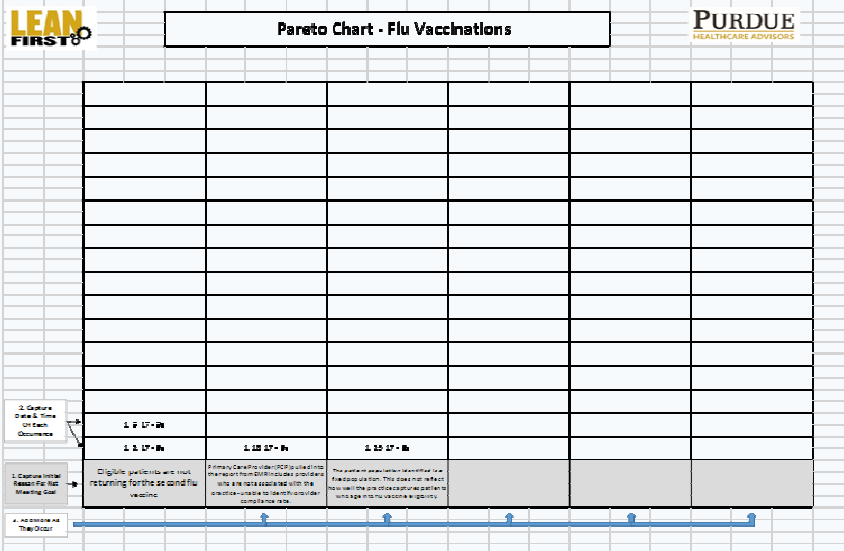
- LDI Application: Increase the number of screens ordered / completed

Flu Vaccination Example – LDI Visual Management Elements



LDI Countermeasures

Date	Problem	Root Cause	Countermeasure	Assigned	Due Date	Status
Date of Issue Occurrence	Name/Describe the Problem	Root Cause	Action Taken to Address the Root Cause	Owner of Countermeasure/Action	How Countermeasure was Completed	Open, Hold, Complete
1/1/2017	2 goals set with no reporting for a 3000% increase	Lack of awareness regarding setting the goal	Find out what the current vaccination rate was before setting the goal	Site Staff Member	1/1/2017	Complete
1/1/2017	2 goals set with no reporting for a 3000% increase	Lack of communication regarding setting the goal	Find out the current vaccination rate before setting the goal and communicate the goal to all staff members	Site Staff Member	1/1/2017	Complete
1/15/2017	Primary care physicians not reporting vaccination rates	PCP does not have a reporting system	Find out if PCP has a reporting system and if not, create one	Site Staff Member	1/15/2017	Complete
1/15/2017	There are no staff members participating in the vaccination	Staff not motivated to participate	Incentive program to encourage staff participation	LDI	1/15/2017	Complete



Huddle Attendance & Time Tracker

Legend: Green = Attendance, Red = No Attendance, Yellow = Not on Site

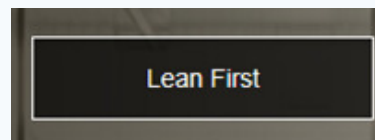
Team Members	Date	AM	PM	15:00	18:00	20:00	22:00	24:00	26:00	28:00	30:00	32:00	34:00
Site 1 Staff		Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Site 2 Staff		Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Site 3 Staff		Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Capture Huddle Time (Minutes)		12	15	18	20	22	24	26	28	30	32	34	36



Purdue Healthcare Advisors

Purdue Healthcare Advisors Website – Lean Link

- <http://pha.purdue.edu>
- Click on the Lean First link/box



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Snapshot

Use LDI as a continuous improvement methodology to help achieve and sustain clinical, operational, financial and quality goals in a healthcare setting.