



## How ADEPT™ is your practice? Take the DOWNTIME CHALLENGE©!

LEAN® is a process improvement model. The model helps to identify waste within any system that impedes efficiency and effectiveness. We have adapted the LEAN® DOWNTIME acronym tool to fit the physician practice setting.

|          |  | <u>True</u> | <u>False</u> |
|----------|--|-------------|--------------|
| <b>D</b> | <b>Defects (Errors/Workarounds)</b>  |             |              |
|          | Our management process is clear, consistent and communicated to the team.  |             |              |
|          | We have a process in place to identify and correct errors and/or workarounds.  |             |              |
| <b>O</b> | <b>Overproduction (Waste/Redundancy)</b>   |             |              |
|          | We work diligently to eliminate the same work being done by multiple people.   |             |              |
|          | We have a process to identify redundancy of clinical services.   |             |              |
| <b>W</b> | <b>Waiting (Time Management)</b>   |             |              |
|          | We evaluate and hold accountable individuals' work processes and responsibilities.   |             |              |
|          | Staff are not dependent on other's workflow to accomplish their own work.  |             |              |
| <b>N</b> | <b>Non-Utilized Talent (Staff Engagement)</b>  |             |              |
|          | Our practice is convenient and easy to access, by phone, in person, and via secured technology.  |             |              |
|          | We have a culture of being on time and respecting our patients' appointment times.   |             |              |
| <b>T</b> | <b>Transportation (Unnecessary Movement: Products/Patients)</b>  |             |              |
|          | Everyone in the practice is working to the highest level of their certification and/or training.   |             |              |
|          | Feedback from our entire staff is routinely sought and acted upon.   |             |              |
| <b>I</b> | <b>Inventory (Waste)</b>   |             |              |
|          | We consistently solicit and acknowledge process improvement and innovation from staff.   |             |              |
|          | We evaluate patient and staff hand-offs (transitions) in our practice for optimal safety and efficiency.   |             |              |
| <b>M</b> | <b>Motion (Unnecessary Movement: Staff)</b>  |             |              |
|          | We identify and eliminate bottle necks.  |             |              |
|          | Our EMR supports the workflow of the practice.   |             |              |
| <b>E</b> | <b>Extra Processing (Busy Work)</b>  |             |              |
|          | We create standardization and avoid individual preferences at every opportunity.   |             |              |
|          | We have a reliable process to maintain the par level of inventory without overstocking or understocking.   |             |              |
| <b>E</b> | <b>Extra Processing (Busy Work)</b>  |             |              |
|          | We have a process to consistently account for and review perishable items and revolving stock.   |             |              |
|          | We have adapted the facility layout to optimize workflow.  |             |              |
| <b>E</b> | <b>Extra Processing (Busy Work)</b>  |             |              |
|          | Staff have the tools and resources needed to do their tasks without disruption.  |             |              |
|          | Equipment is properly placed in the practice for optimal performance.  |             |              |
| <b>E</b> | <b>Extra Processing (Busy Work)</b>  |             |              |
|          | We focus on the right work at the right time and do not perform activities that bring no additional value to the patient experience or outcomes. |             |              |
|          | We demonstrate the courage to innovate in order to improve our services.   |             |              |
| <b>E</b> | <b>Extra Processing (Busy Work)</b>  |             |              |
|          | We seek out education on new trends in healthcare and have implemented new processes as a result.  |             |              |
|          |  |             |              |

If you answered **False** to five or more of these statements, we encourage you to consider calling  
**V2V Management Solutions** at 208.717.3945 to schedule a private ADEPT™ consultation.

**V2V can help!**