

Rapid Improvement Training for High Performance Clinic Leadership

The Sigmamed Rapid Improvement Training project is a 1 day team-based problem solving event designed to identify major obstacles to clinical productivity and teach clinic leaders the use of Lean tools to improve process. Principles of the “Joy in Practice” report on high functioning clinics are used as a guide to clinic redesign.

Key outcomes of the event include enhanced team communication, a prioritized list of projects to improve clinic workflow, intervention action plans on the top issues, and 2 months of project management to ensure improvement goals are attained. After the event leaders are trained to use a Huddle Board to foster staff engagement and a culture of continuous improvement.

Objectives

- Increase clinical productivity and patient access
- Improve patient, provider, and staff satisfaction
- Promote open communication and development of a culture of trust
- Enhance clinic workflow and enable staff to work at top of their licensure
- Teach leaders and staff key Lean tools and concepts of continuous improvement
- Prepare the clinic for population care management or other advanced models of care

What's Involved

- Mentoring of team leader in development of a project charter and initial measurements
- Web training for project team and leadership in key concepts of Lean healthcare
- 1 ½ day Rapid Improvement Training event to identify root causes and intervention plans
- Demonstration of Huddle Board to promote staff engagement and rapid improvement
- Two months of ongoing Project Management to drive progress toward goals

Results

- \$1.8 million revenue increase at the 4 primary care clinics owned by a Colorado CAH
- 59% revenue increase at a Wyoming FQHC
- 39% revenue increase at a Colorado CAH clinic

Learn More

To discuss how this might work in your facility please contact Jamie Martin, Sigmamed CEO and Black Belt, either at (303)717-0806 (mobile) or jmartin@sigmamed-it.com.