



**Kaizen Event: Kate B. Reynolds  
Greene County Healthcare**

# The Kaizen Philosophy

---

Do it better, make it better, improve it even if it isn't broken, because if we don't, we can't compete with those who do.

---

Lean does **NOT** mean downsizing.

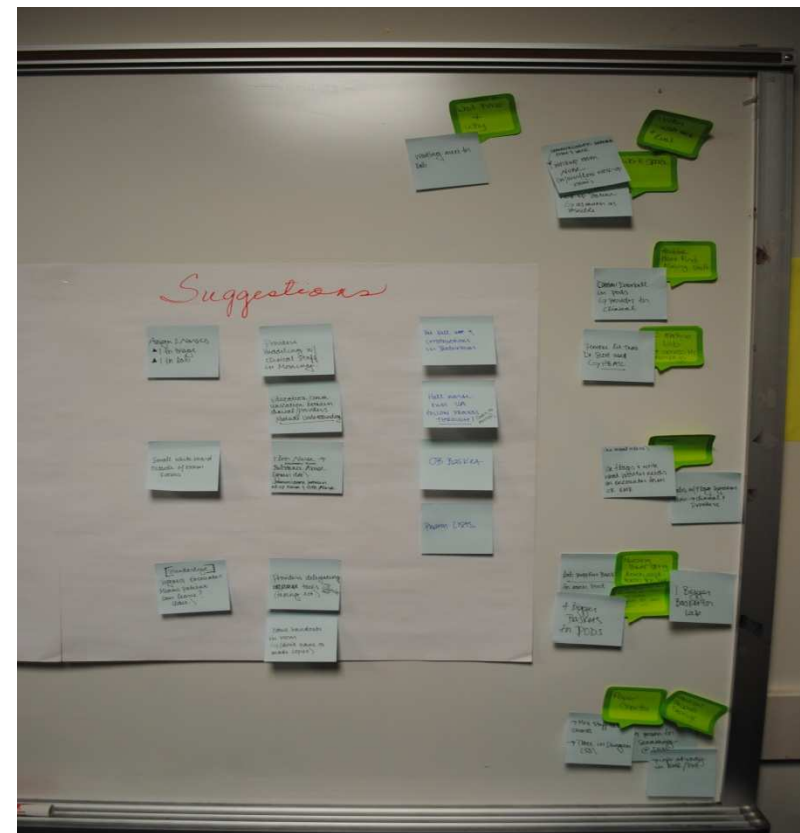
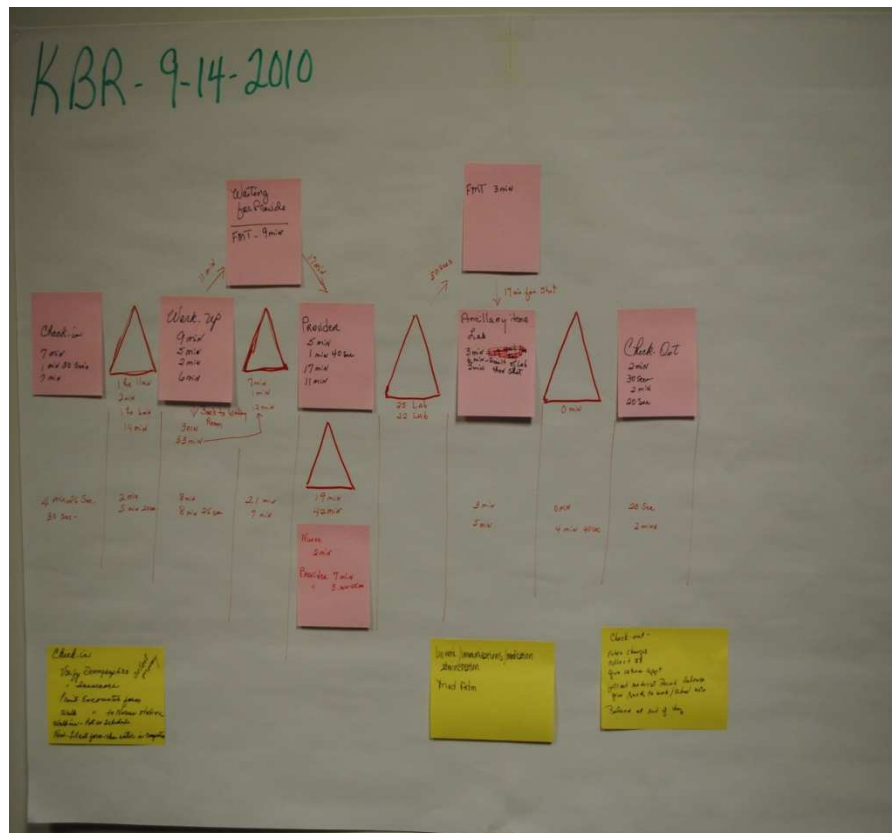
Lean refers to looking at what systems are currently in place and finding a way to make them more efficient through fundamental changes.

# Our QI Philosophy

---

By applying the kaizen and lean philosophies, in combination with the PDSA model for improvement, we will continuously enhance patient-centered care.

# Value Stream Mapping



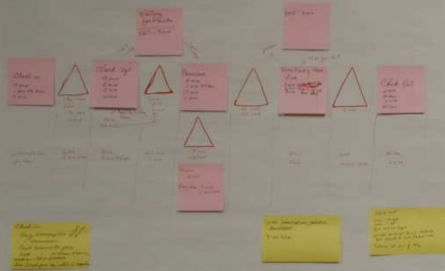
KBR-9-14-2010

**What is Lean?**  
Lean is not merely a set of practices usually found on the assembly floor. It is a philosophy of continuous improvement. It is a way of thinking, working, and organizing that focuses on eliminating waste and maximizing value. It is a way of thinking, working, and organizing that focuses on eliminating waste and maximizing value.

**Lean Core Tools: 5S & Visual Controls**  
5S is a Japanese word that means "to sort, set in order, shine, standardize, and sustain." It is a systematic approach to organizing the workplace. Visual controls are tools that make it easy to see the status of a process or system. They are used to communicate information and to identify problems.

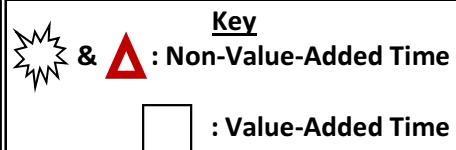
**Lean Healthcare Philosophy**  
Patient first  
People are the most valuable resource  
Continuous improvement  
Focus on where the work is done

*Suggestions*



PLEASE  
KEEP AREA  
CLEAN.  
WASH  
DISHS  
AND  
COUNTER.

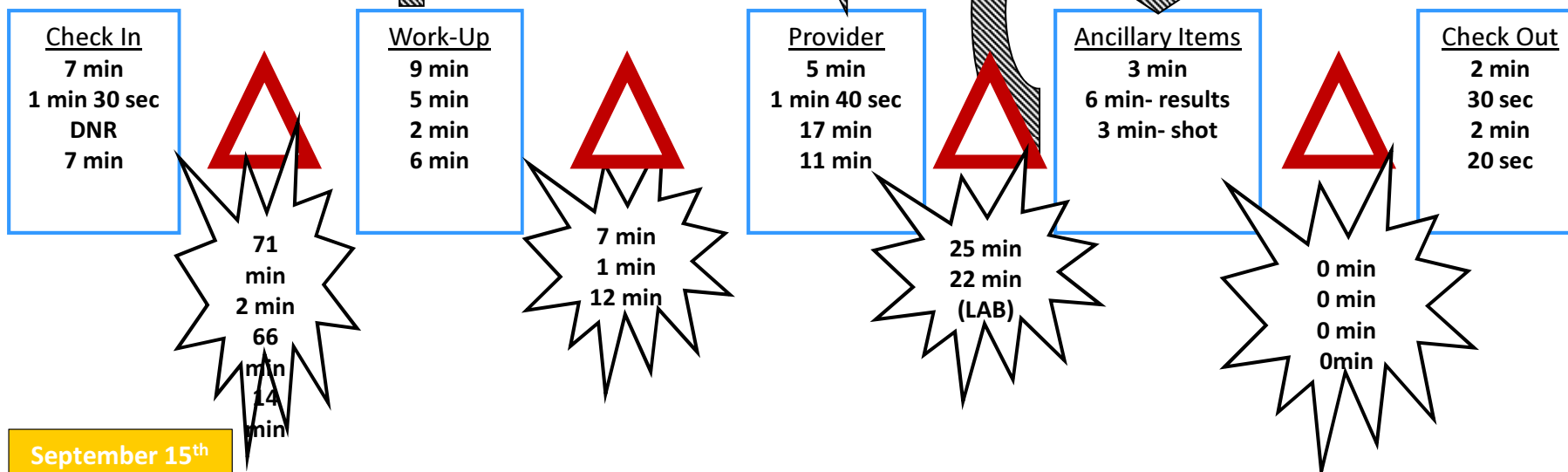




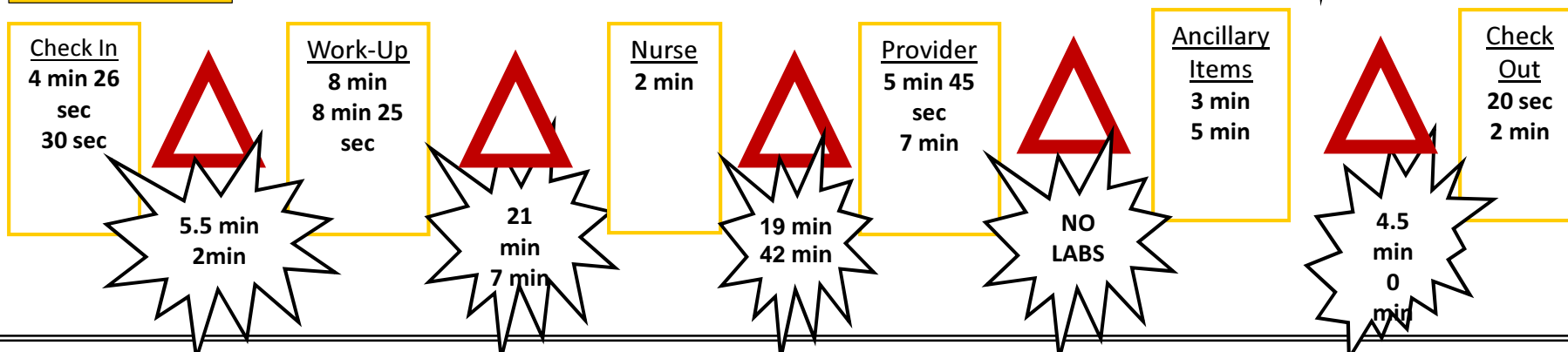
## Value Stream Map: Kate B. Reynolds

September 14<sup>th</sup>- 16<sup>th</sup>, 2010

September 14<sup>th</sup>



September 15<sup>th</sup>



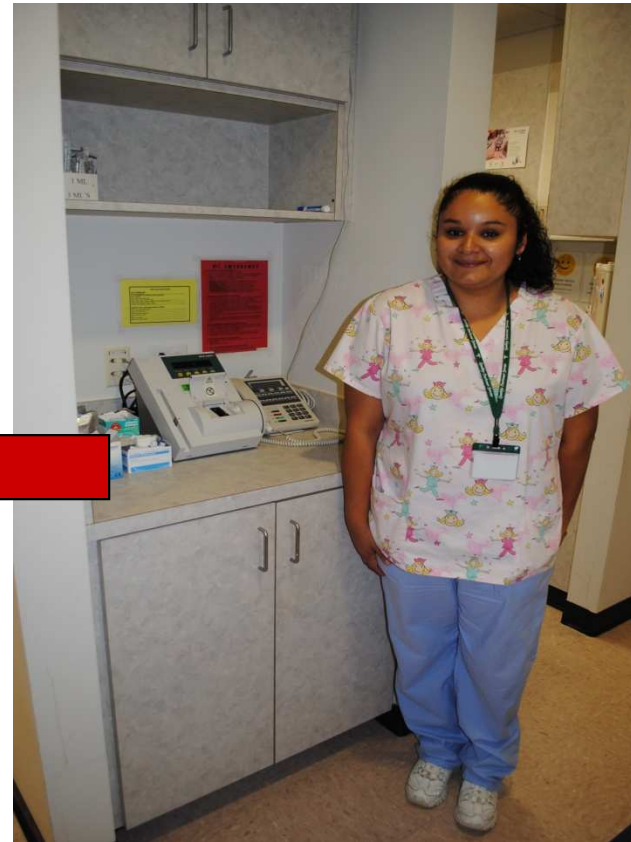
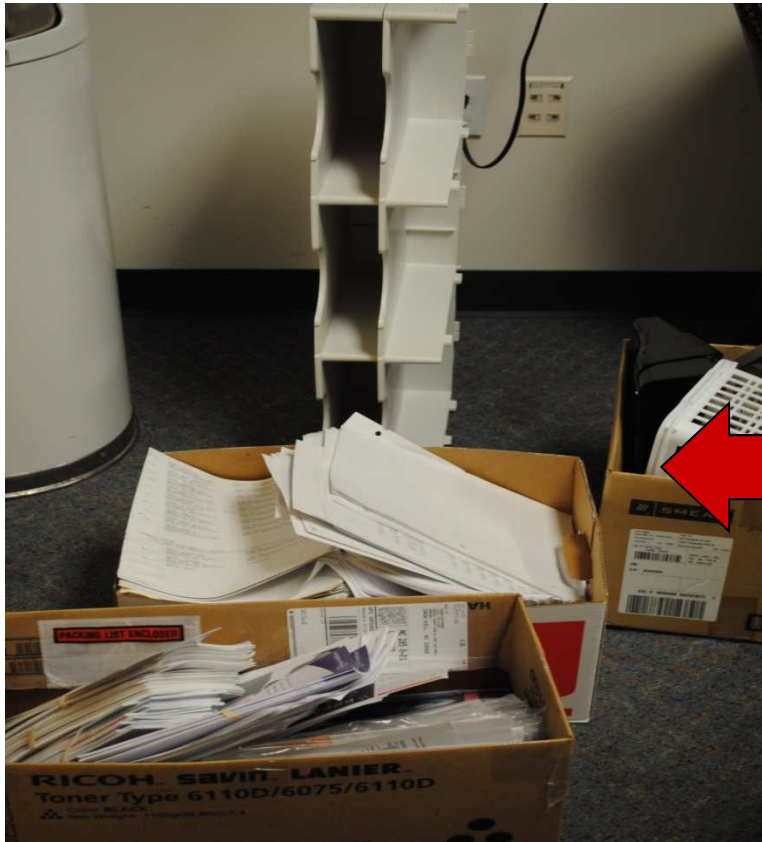
# Generating Ideas

---



# Initiating Change

---





**Doorbell**



**Kim's Supply Shelf**

# Work-Up Room

---



# Lab Waiting Area

---



# Second Work-Up Area



# Supply Baskets

---



# Bell to Identify UA Sample

---



# Outreach Supply Closet: Before 5S

---



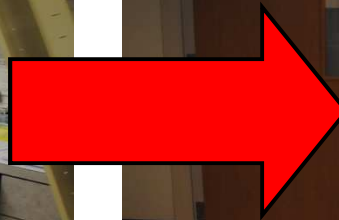
# Sorting Process

---



# Reorganizing

---



# Outreach Closet After 5S





# Medical Center's Management Team:

Cynthia Long (Director of Nursing), Marianne Jackson (MD), Paula Grant (Medical Practice Manager), Sula Ridings (RN/BS QI Coordinator), Vickie Whitehurst (RN/MSN Director of Clinical Operations)

---

