The DMAIC Way® A3 Storyboard

DEFINE & MEASURE

1. Define the problem or area you would like to change. Be specific.

2. Why does this need to change or be improved?

3. What are the current process steps?

ANALYZE

4. What are the causes or gaps?

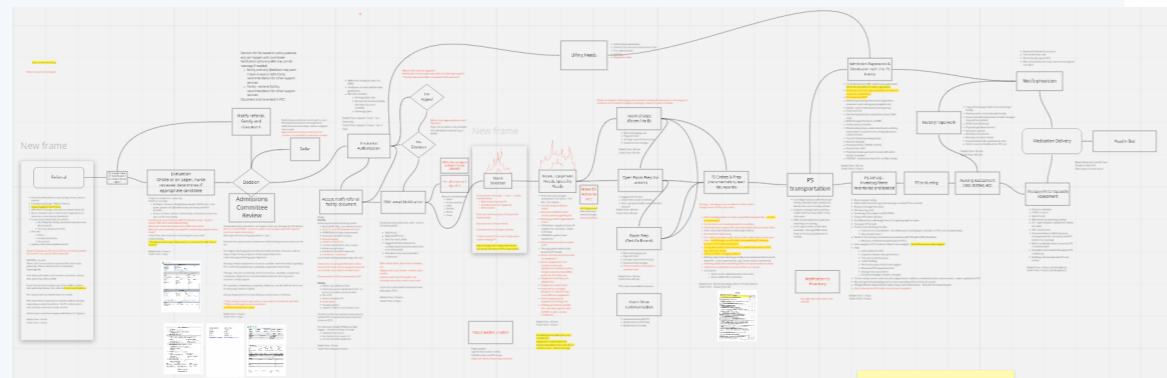**5. Why did the cause(s) occur or what are the options?**

Problem Statement

Improve the efficiency & effectiveness of the admissions process for staff, referral source, PS while maintaining culture and PS experience (the special sauce of OWL) - quality of care.

Starting Point: Referral
Ending Point: Head in Bed (assessments complete by nursing and therapy and documentation complete)
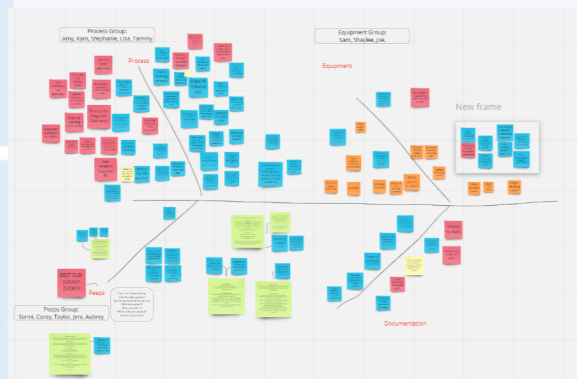

Admissions & Medical Approval

Process Owners & XTR

Forms/Info, PCC & Communication --> leading to billing

Electronic Signature

Equipment & Room Assignment

IMPROVE & CONTROL

6. What actions will be taken and how will people be notified?

(Immediate and permanent fix, what else is impacted?)

Fast Track Admission Process

Evaluation

S = Suction
D = Colliding Doors
B = Bariatric Rooms
H = Hydraulic Spring Issues
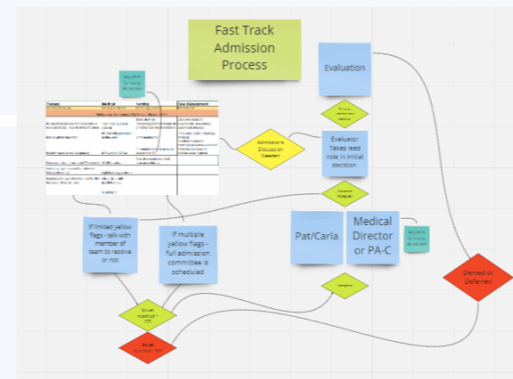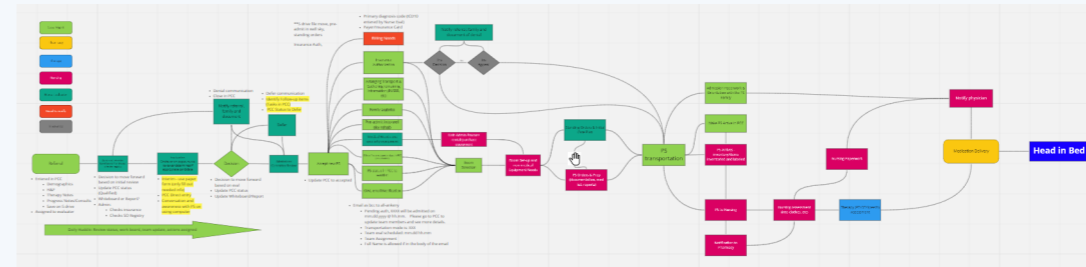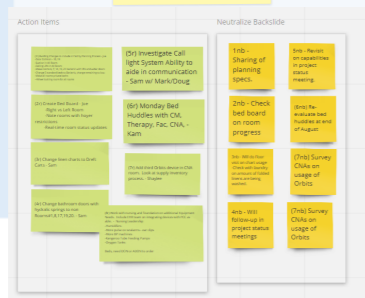
Train People on changes and build training for onboarding to new processes

Build logical checklists to reduce double entry and eliminate old forms

Write procedures for processes

Reports and data to show us how we are doing and make finding information easier

7. What will be put in place to prevent backslide?

(What other processes/ systems are impacted, what metrics will be measured, what documents need updated, what training should be conducted/ created)

8. Is the issue resolved? Prove it, (show results).

9. Memorialize the work by storing your A3.

Head in Bed

OWL Lean

Project Action Items

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