Reducing Waste and Improving Compliance with Regulatory Standards in the Ordering Process for Ultrasound Examinations from the Emergency Department

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Background

This project was a collaborative effort between the Departments of Radiology and Emergency Medicine that utilized a Lean Six Sigma approach to improve processes within the Emergency Department (ED) without negatively affecting throughput. The primary objectives were to:

1. Reduce variability in the ordering and execution process.
2. Streamline communications.
3. Reduce waste by leveraging technology and patient standardization to improve efficiency and staff satisfaction.
4. Design an infrastructure that facilitates ongoing monitoring of the process and detect opportunities for further improvement.

Measure

This project was a collaborative effort between the Departments of Radiology and Emergency Medicine that utilized a Lean Six Sigma approach to improve processes within the Emergency Department (ED) without negatively affecting throughput. The primary objectives were to:

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Analyze

The project's main goal is to improve communication and efficiency between the Emergency Department (ED) and Ultrasound in the Department of Radiology. Our aim is to reduce or eliminate waste in the ordering process and execution of examinations from the Emergency Department (ED) without negatively affecting throughput. The primary objectives were to:

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Control

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Lessons Learned

- Organizing a team of engaged stakeholders early in the process was critical for its success.
- Establishing a clear vision and understanding among all team members was essential.
- Education and training were critical.
- Engaging involved physicians in the project early on was helpful for gaining support and buy-in.
- Active participation by the ED physician and residents was vital to the project's success.
- Sharing project results and milestones with key stakeholders helped maintain momentum.

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