

New Employee - Glossary of Lean Terms

- **Plus and Delta:** A simple method for teams to engage in reflection as an approach to continuous improvement.
 - **Plus:** Identify the things that are working.
 - **Delta:** What can the team change or add to bring more value? Identify opportunities for improvement.

- **Waste**
 - Anything that consumes resources but does not add value as defined by the customer (i.e. the patient). There are eight different types of waste.

- **Standard work**
 - The formal documentation of processes to allow for consistent replication of the work, resulting in reliable outcomes.

- **5S**
 - Sort, Store, Shine, Standardize, Sustain (Maintain a clean, well-organized workplace where there is a place for everything and everything has a place.)
- **Supply Node**
 - Room or space where the bulk of supplies are kept
- **PAR levels**
 - Minimum and maximum number of an item that should be stocked in a particular area
- **Sweep**
 - An exam room sweep is a very brief look at all exam room supplies to check and correct any defects (missing supplies, excess supplies, non-standard supplies).
 - The sweep also involves restocking any supplies below the minimum par level, to ensure enough stock to get through the day.
- **Unresolved Defect**
 - A deviation from standard work identified during exam/supply room sweep that is unable to be resolved and requires escalation to lead/supervisor. Example: unable to stock supply in exam room due to back order.

- **Touchworks**

- The name of the electronic health record (EHR) that is used at SRS for clinical documentation.

- **Tasks**

- Electronic messages initiated from and acted upon by different members of the care team, patients, flow manager, provider etc.

- **Flow Management**

- The way physicians and clinical staff collaboratively work together to provide seamless patient care.

- **Flow Manager**

- The defined role a MA/LVN/RN/Tech plays in helping manage work for the provider.

- **Dyad**

- A care team comprised of a flow manager and a provider

- **Co-location**

- A concept designed to locate the flow manager and provider in close physical proximity to facilitate open communication and a shared in basket for the care team.

- **Dyad Huddle**

- A quick meeting between the dyad first thing in the morning to help them prepare for the day.

- **Dyad Chart Prep Tool**

- The tool completed by the flow manager the day before, to prepare for the next morning's huddle and patient visits

- **Care Gap**

- Preventative health maintenance such as immunizations or screening

- **Rings of Defense (ROD)**

- Support that is in the clinic to help when a dyad is behind or a flow buster comes up.

- **Flowbuster**

- An occurrence that disrupts workflow which may decrease care team efficiency and increase patient wait time

- **Agenda Setting**

- Involves the flow manager soliciting patient concerns, setting expectations with the patient, and summarizing agenda with the patient prior to physician visit.

- **Anticipation**

- It's always being prepared and anticipating the needs of the patient.

- **Grains of sand**

- Task - Typically the 3 most important things identified by the flow manager for the priority to complete between patient visits.

- **Warm Handoff**

- The information exchanged between the Provider and Flow Manager following the rooming of a patient to prepare the Provider for the visit