

TE ARANGA HOU

LEAN THINKING WITHIN THE MHSG



Waitemata
District Health Board

Best Care for Everyone



PURPOSE

Te Aranga Hou is a journey utilising Lean Thinking Methodology to improve patient outcomes; improve service provision; and build a positive workplace culture.

OBJECTIVES

- Deliver value to patients
- Create opportunities for staff to influence delivery
- Strengthen partnerships with consumers, teams, unions and community agencies
- Sustain quality improvements
- Create a positive workplace culture driven by the objective of 'value to the consumer'

PROCESS

Lean methodology defines value for consumers and brings consumers and healthcare agencies together through development of 'current state value stream' maps; identification of 'waste' and transforming these into 'opportunities for improvement' and development of future state map

Destination
"BEST CARE FOR EVERYONE"

Improved Service Efficiency

A lean process mapping the client journey from point of entry to the CADS Walk-in clinic to the point of assessment, resulted in a significant reduction in client waiting time for initiation of assessment and treatment.

Improved Patient Outcomes

Measured through Average length of acute inpatient stay and 28 day re-admission rates. Implementation reduced hospital stay at Taharoto from 36 days in 2011 to 25 days in 2013: whilst maintaining the readmission rate at 10%



Increased Staff Satisfaction

Engaging staff in identifying opportunities for improvement (OFI) in their area through an electronic OFI system and participation in the Te Aranga Hou programme

"Lean helped me understand that if the system and process focuses on what's of value for the client, then we can cut down on wastes and you actually feel better within yourself because you know you're providing what's core to the client" ".....it's about doing what I always wanted to do in the first place - provide real care"

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