

Partnership gets 'Lean' to help reduce

Outpatient Therapy Wait Times



Philosophy and Objectives

1. Dedication to the outpatient rehab model
2. Enhancing coordination of continuum
3. Meeting Patient expectations



Partnership/Collaboration

- Why?

Journey

- SJRH
 - Lean



- West Park
 - Guidelines





Right
Place
Right
Time

Target 1

- Increased Patient Satisfaction



Target 2

- Decreased Wait Times



Target 3

- Increased volumes and expanded access to care



Increased Patient Satisfaction

Decrease Wait Times

**Right Place
Right Time**

Increased Volumes and Expanded Access to Care

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Questions?

