

Efficiency



Driving Efficient Processes and Continuous Improvement



Tools for Continuous Improvement

As a pioneer in the healthcare industry, Cancer Treatment Centers of America® (CTCA) was one of the first hospital systems to incorporate the proven business-efficiency disciplines of Lean Six Sigma Operations into every patient care and support initiative. This concept was first developed by the Toyota Production System (TPS) and is now widely used by leading service providers and manufacturers. Utilizing a dedicated, full-time in-house staff, we have integrated the concepts of Lean Six Sigma into all aspects of daily operations to drive a culture of continuous process improvement throughout the organization. All employees, from frontline stakeholders to executives, are empowered to apply these principles in their daily activities to support patient care.

The Lean Thinking programs remove waste from various business processes to enhance overall value. With efficient processes in place, CTCA has eliminated thousands of hours of non value-added time annually to benefit our patients.

Implementing Lean Thinking throughout the system also helps to:

- Reduce errors and increase hospital quality
- Speed up the flow of work
- Eliminate excess tasks, inventory, duplication and motion
- Use teamwork to promptly identify and address problems as they arise
- Increase the value of service for patients



Success of Efficiency at CTCA During FY2009

Decreasing Waste and Errors

- Reduced chemotherapy waste by 57.3%.
- Improved precision and speed of work.

Increasing Value

- Corrected all defects in Imaging Department—resulting in formal accreditation for CT, Nuclear Medicine, MRI and PET modalities.
- Improved medication compliance for surgery patients to ensure 100% administration.

Reducing Patient Wait Times

- Reduced patient wait time for port access procedures from an average of 41 minutes to 10.6 minutes, despite a 27% increase in patient volume.
- Reduced the number of appointments that are greater than 15 minutes late from 43% to 11%. Timelier appointments had the added downstream benefit of reducing overtime in the department by 24%.

Note: FY2009 - July 2008 - June 2009

Efficiency Improved Through Advanced Information Technology

Implemented in 2008, our comprehensive, patient-centric system was specifically designed to support the unique model of care delivered at our hospitals. Our customized Electronic Health Record (EHR) system adds value to each patient's treatment experience, improves quality of care and safety, enhances operations and communications efficiency, and advances data collection and analysis.

Ultimately, the EHR improves the ease and timeliness with which care is delivered and the overall efficiency of hospital operations.



Winning the fight against cancer, every day.®