



Accelerating Process Improvement in Healthcare

Using the LSS Daily Management System, people learn to dedicate a small part of their day to making improvements in their work groups. Over time, the use of DMS strengthens individuals, teams, and processes, resulting in improved staff & patient satisfaction.



ac-cel-er-a-tion [ak sèllə ráysh'n] noun
increase in rate of progress: an increase in the rate at which something happens or develops

What is LSS DMS?

The Lean Synergy & Solutions Daily Management System (*LSS DMS*) is a management approach and a set of tools to help work groups improve their processes. A work group is a group of people who perform tasks on similar or connected processes, and work in close proximity. Each work group customizes LSS DMS to meet its own unique needs.

LSS DMS helps:

- Simplify communication;
- Involve employees and promote team work'
- Identify and solve problems instead of working around them;
- Measure progress;
- Establish goals for improvement; and
- Align work group activities with organization goals and priorities.

What are the elements of LSS DMS?

There are 3 elements:

- **Visual Dashboard:** An information center for each work group. The display includes all the information discussed during the huddle, including the metrics used to measure the work group's progress in critical areas. It is updated daily.
- **Daily huddles:** routine 5 – 10 minute huddles of each work group in front of the dashboard. The huddle brings the work group together and gives every person the same picture of team priorities. It speeds the sharing of information about what happened the day before and what is planned for the day. The huddle focuses a team on the performance measurements critical to employees and their managers; it generates a sense of ownership among the team about its work and environment.
- **ACT Team**
ACT Teams are designed to engage everyone in continuous improvement activity. The ACT Team is composed of selected department team members who will be responsible for encouraging staff members to identify problems and to make suggestions for improvement. A staff member sees a problem or waste; obtains the ACT Form (STP format) and drafts the Situation, Target & Proposal statements. He or she places the ACT Idea Form in the submitted slot on the Improvement Idea Board. The ACT Team reviews, approves & assigns ACT Improvement Ideas for implementation.