Improving the CME Accreditation and Implementation Process Through “Lean” Methodology

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Rapid Improvement Event (Brainstorm):
- Invited various participants (CE, Marketing, Research, Quality Improvement, Clinicians, Nursing Education)
- Identified current state, problems, reason for action, target state
- Utilized Lean tools to identify and remove waste
  - Process Map - Visualize steps in the process and identify non-value added effort
  - Communication Circle - Visually identify communication channels and team hand-offs
  - Root Cause Analysis - Exploration of underlying problems using The 5 WHY's
  - Experiments - Pilot appropriate counter-measures, track data around outcome improvements
- Standard Work - A simple written description of the highest quality and most efficient way to execute a particular process or task
- Plan, Do, Check, Act (P.D.C.A.) - A four-step model for carrying out change used as a continuous improvement model

OUTCOMES
- Time from receipt of CE event request to approval of CE credit decreased from 35.4 average days to 8.4 average days
- Communication problems decreased
- Incomplete applications decreased
- Incorrect documentation decreased
- Increased knowledge and competence of Continuing Education Staff