Value Stream Mapping
Why VSM?

- Patient perspective on pathway
- Whole system flow
- How it is - not how it should be
- Identify problem areas for improvement
- Ownership
VSM - HOW?

- Where to start?
- Discrete focus
- Group of ‘real’ grassroots experts
- Describe - don’t solve.... yet
- Paper/pens - no PCs allowed
Walk the pathway
Start!

Step 1: Triage

Step 2: Waiting Room

Step 3: See Nurse

Issue!

Value Enabling

Waste

Value
Agreed rehab/CCA
MDT Meeting
Transfer Offsite
Discharge Agreed
Inform Family
Discharge Hub Informed

Why?
Step 1: Triage
Step 2: Waiting Room
Step 3: See Nurse
Enter Majors Stream
Enter Minors Stream
Waiting Room
Nurse Obs and Bloods
Step 1: Triage
Step 2: Waiting Room
Step 3: See Nurse

Value
Enabling
Waste
Value
Start!

Step3: See Nurse

Value