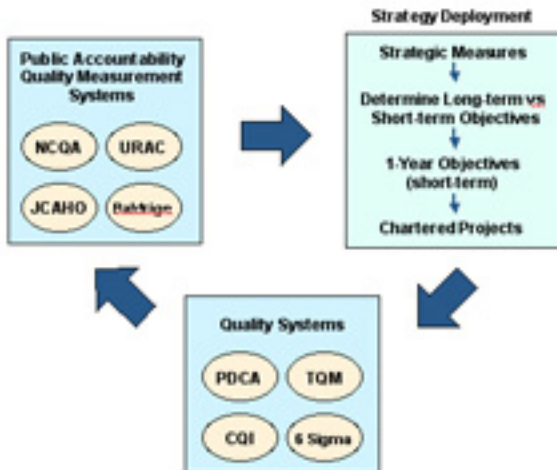




## **Six Sigma and Healthcare**



## Quality Improvement: Where Does Six Sigma Fit In? (cont'd)





## Key Concept 4: Decrease replanning windows to 100 days (vs annual) (cont'd)

- Shorter planning and review cycles
- Importance of linking activity with results

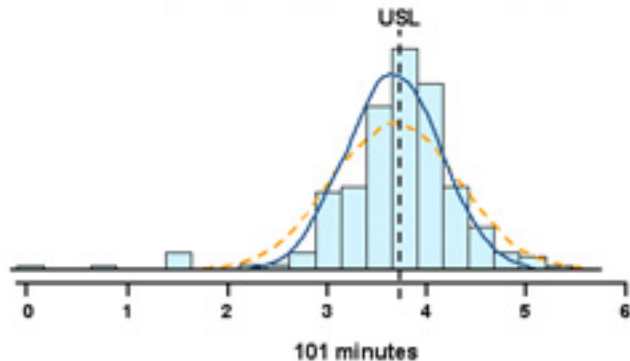




## Case Example #2: ER LOS and LWOT Six Sigma 100-Day SWAT Team (cont'd)

### Bed-to-Diagnosis Team: Lab

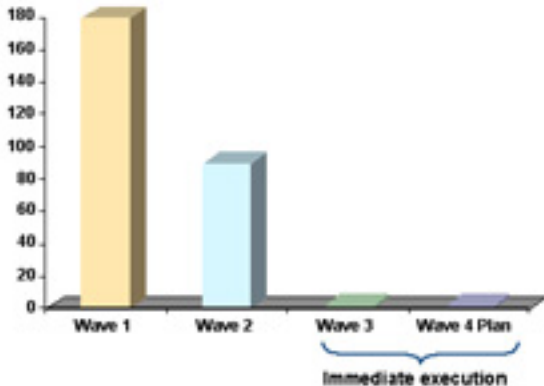
#### Process Capability Analysis for Lab TAT (min)





## Case Example #2: ER LOS and LWOT Six Sigma 100-Day SWAT Team (cont'd)

Critical to Quality (CTQ) Characteristic Execution  
Days From Analysis to Implementation





## Case Example #2: ER LOS and LWOT Six Sigma 100-Day SWAT Team (cont'd)

ER Patient Satisfaction Scores

