

# Eaton Rapids Medical Center – RHC Lean Project

In 2023, we launched a lean project at the RHC of Eaton Rapids Medical Center, spearheaded by Lean Fox Solutions, LLC, and funded through MCRH Flex Funds. The project extended into 2024 due to competing priorities and staffing turnover. Throughout the course of the initiative, we identified and addressed several key "ah-ha" moments, leading to meaningful improvements in both the patient and staff experience at the RHC.

The primary focus of the project was to enhance throughput, while simultaneously boosting patient and staff satisfaction, streamlining processes, and eliminating inefficiencies across the entire patient visit cycle.

Following initial discussions with hospital leadership to outline the project details, we officially launched the initiative with a full day of observation and interviews, engaging staff from both the front and back ends. These observations and interviews proved to be critical tools in identifying and addressing operational inefficiencies. At the end of the day, we provided leadership with a comprehensive update on our findings.

The next phase of the project involved a value stream mapping session, which brought together staff from all areas impacting the RHC. The value stream mapping document was left up in the RHCs breakroom an additional two weeks, allowing staff to view the progress, contribute insights, and actively engage in the improvement process.

## Initial Value Stream Map:





- **Increased Portal usage:** Has helped decrease calls for medication refills, helping to streamline the process for quicker refills.
  - **Text Messaging Patients:** With many patients lacking voicemail, the RHC now uses text messaging, significantly reducing call volumes and voicemails.
  - **Provider Efficiency:** The RHC is exploring AI solutions to enhance productivity, reduce time spent on notes, and improve work-life balance for providers.
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## New Goals

- Increase productivity from 2pts/hour to 2.25-2.5 patient's/hour
  - Increase portal utilization to 60%
  - No show rate at 5% or less (currently at 7%)
  - Decrease Provider turnover
  - Increase colonoscopy completion to 70% (currently at 43%)
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## Opportunities for Further Improvement

As the patient portal is further developed and utilized, the RHC will see increased benefits for both patients and clinic staff:

- **Improved Access to Health Information:** Patients can view medical records, lab results, and visit summaries online, reducing in-person visits and phone calls.
- **Enhanced Communication:** Secure messaging allows patients to contact doctors and nurses, request prescriptions, and receive timely updates.
- **Convenience and Time Savings:** Patients can schedule appointments, request prescriptions, and access educational materials, minimizing unnecessary trips.
- **Better Chronic Disease Management:** Tools like remote monitoring, tracking vitals, and care plans help manage chronic conditions more effectively.
- **Continuity of Care:** Easier referrals, record sharing, and telehealth support ensure seamless care.
- **Increased Patient Empowerment:** The portal enables patients to take control of their healthcare, leading to better outcomes and satisfaction.

*If you'd like to learn more about these projects or explore how they can benefit your organization, feel free to reach out to:*

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