

Crisis Response: Leveraging Lean Principles to Advance Palliative Care Teamwork



Affirming life at every step of your journey with illness and loss.

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INTRODUCTION

In the face of the COVID-19, TRU Community Care utilized Lean principles to rapidly adjust to the ever changing environment while continuing to provide high quality palliative care. The key areas addressed are as follows:

- 1) Increase use of telehealth in palliative care
- 2) Monitor, track and deploy PPE
- 3) Establish and update evidenced-based protocols including communications
- 4) Convert IDT discussion and paperwork to 100% virtual

METHOD

As part of TRU's emergency response, the Lean Committee was tasked with leading the aforementioned key assignments through rapid change.

The Lean Committee followed basic lean principles including analyzing data, mapping current process, and mobilizing front line users to effectively create new and pandemic appropriate process for the palliative care program.

Effective and efficient communication is a major focal point of Lean. Keeping this in mind, TRU leveraged frequent communication using multiple methods to capitalize on all learning styles.

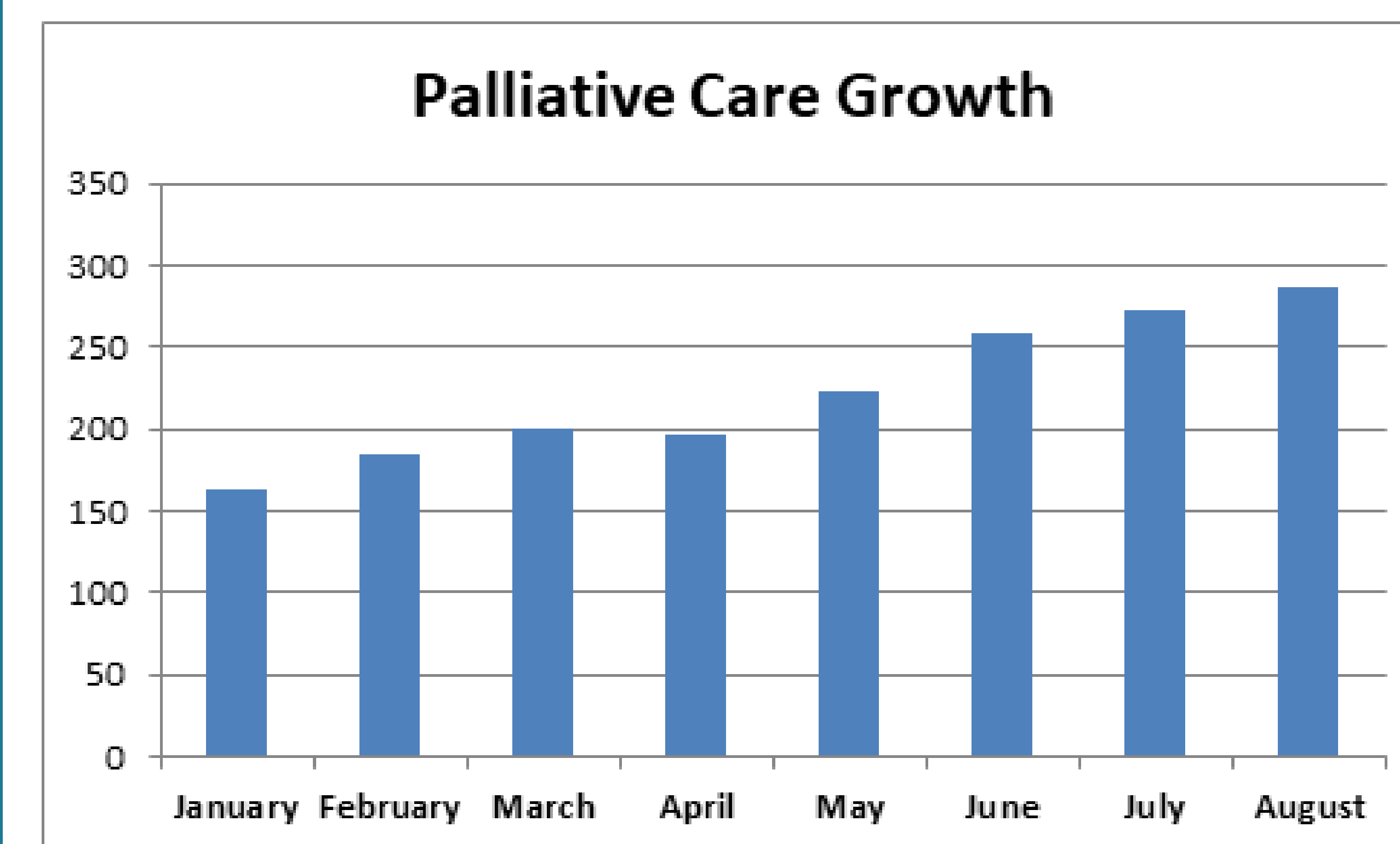
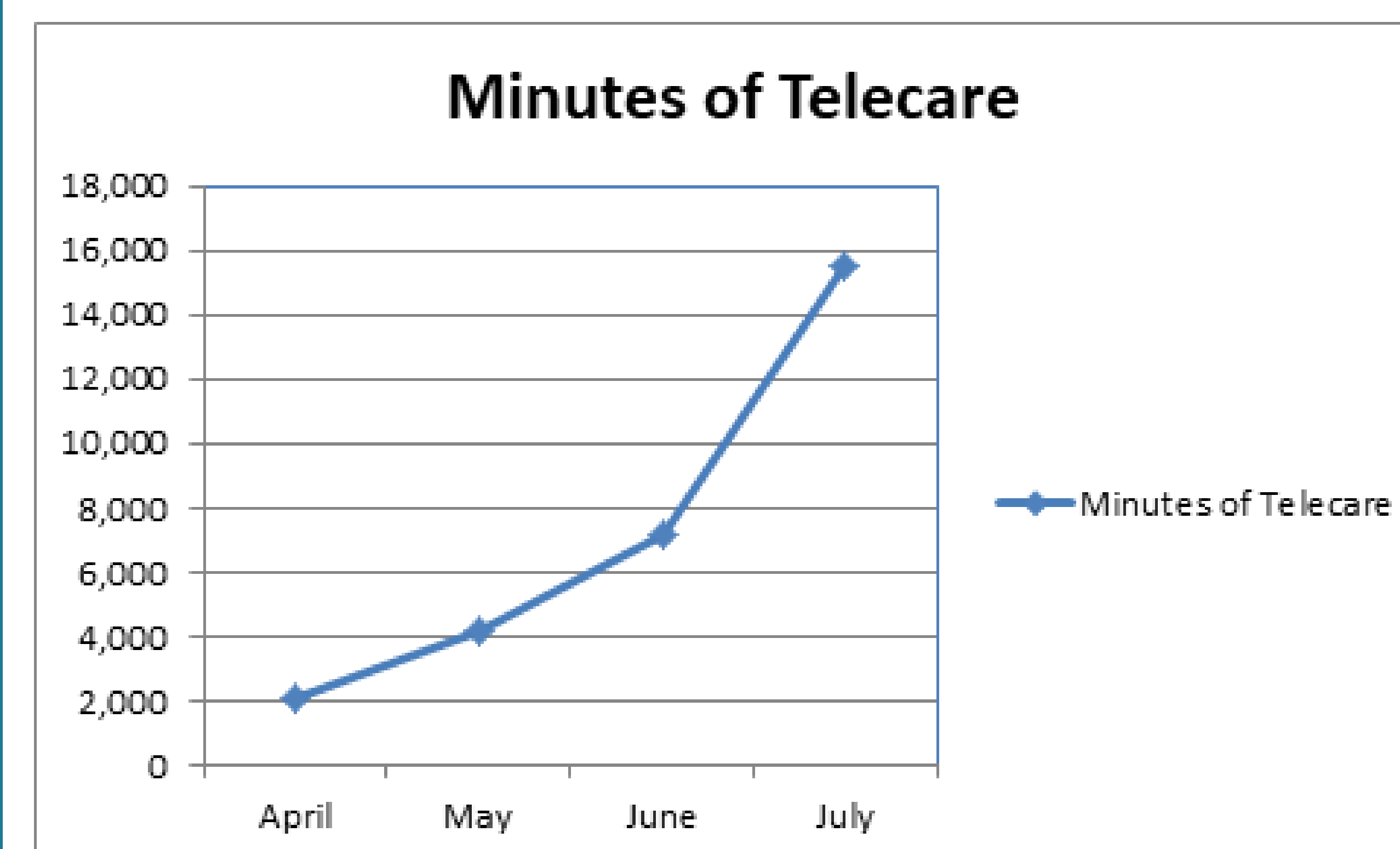
You don't have to wait for a crisis to strike to implement Lean principles in your organization.

Check out this poster along with our other evidence based contributions here →

Or email us directly at lean@trucare.org



RESULTS



DISCUSSION

Utilizing Lean principles during the COVID-19 crisis allowed TRU to continue day to day functions while growing the Palliative Program.

As a result of this work, multiple other organizations are reaching out requesting to partner with TRU to provide Tele-Care and implement Lean principles.