A blueprint for streamlining patient pathways using a hybrid lean management approach


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Figure 1: **Blueprint for streamlining a patient pathway** *=lean management techniques

**Figure 2: Unilateral tinnitus patient pathway: current state value stream map.**
Value stream map indicating flow of patient and their data through the unilateral tinnitus pathway prior to the intervention. The patient contact time is denoted on the right with curly brackets, lead time is shown to the right with straight brackets. Admin= administrative personnel, d= days, ENT= Ear, Nose and Throat, FU= Follow Up, GP= General Practitioner, IAM MRI= Internal Auditory Meatus MRI, m= minutes, OP= Outpatient, PACS= Patient Archiving and Communication System, PTA= Pure Tone Audiogram, RMS= Referral Management System, RTT= Referral to Treatment

**Figure 3: Pareto chart to demonstrate delays in patient care**
Bars indicate number of days delayed (axis on left hand side) and scatter plot demonstrates cumulative effect of delays in (axis on right hand side). appt= appointment

**Figure 4: Unilateral tinnitus patient pathway: future state value stream map**
Value stream map indicating flow of patient and their data through the unilateral tinnitus pathway following planned intervention. The patient contact time is denoted on the right with curly brackets, lead time is shown to the right with straight brackets. Admin= administrative personnel, d= days, ENT= Ear, Nose and Throat, FU= Follow Up, GP= General Practitioner, IAM MRI= Internal Auditory Meatus MRI, m= minutes, OP= Outpatient, PACS= Patient Archiving and Communication System, PTA= Pure Tone Audiogram, RMS= Referral Management System, RTT= Referral to Treatment