

Type of Waste	Observations
<u>Defects</u> Hospital acquired illness, wrong site surgeries, medication errors, patient complaints, collection of incorrect patient information	
<u>Overproduction</u> Too many meal trays delivered, asking the patient the same questions multiple times, large supply of forms, batch printing of labels	
<u>Waiting</u> Idle machines/people, patients waiting to see physician, nurse, etc. waiting on the phone, waiting for transport	
<u>Not Utilizing Human Potential</u> There are highly skilled staff that perform below their skill level, underutilized skills	
<u>Transportation</u> Carrying files from location to location, moving equipment, patient transportation	
<u>Inventory</u> Unnecessary instruments contained in operating kits, Office supplies stored up	
<u>Motion</u> Leaving patient room to get supplies, large reach or walk distance	
<u>Extra Processing</u> Multiple signature requirements, extra copies of forms, printing hard copies when digital is sufficient	