Rapid Process Improvement Workshop (RPIW) as an implementation strategy for the VA eScreening program

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We set out to leverage the power of technology to improve care
And in this corner....
eScreening was success and Demand was overwhelming
VA Systems Redesign

Improving Processes

*From The Team Handbook*
Planning Phase

- Develop clear Scope & Objectives for RPIW
- Agree team members
- Collect supporting data
- Develop RPIW metrics

RPIW Week

Day 1: Data review & ideas generation
Day 2: Gemba focus
Day 3: Gemba focus
Day 4: Gemba focus
Day 5: Results feedback & action plan

Day 5: Implementation & follow up

Understand the current situation
- Learn about Lean principles

Day 1: Develop and test improvement ideas using Plan-Do-Check-Act cycle
- Test out ideas at Gemba
- Develop Standard work to embed new ways of working

Day 5: Present back results
- Develop detailed action plan
Planning Phase

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Day 1
Data review & ideas generation

Day 2
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Day 5
Results feedback & action plan

Implementation & follow up

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- Develop and test improvement ideas using Plan-Do-Check-Act cycle
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Present back results
Develop detailed action plan
We went meta
Playbook RPIW Pilot

Site 1: Facilitated RPIW

Site 2: Suggested RPIW
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Challenges

- Systemic
- Educational
- Workflow/staffing