



VP of Operations, Noomi Hirsch, was looking for a tool to help facilitate the identification and implementation of process improvements that the clinical teams would support. Enter POPIn.

\$400K
in annual savings

MORE **EFFICIENT**
LEAN EVENT PROCESSES

Use Cases

POPIn for Improvement

“What one idea do you have for improving how we care for patients in your area of care delivery?”

“If Lutheran were to transport and store all O2 tanks properly, every time. What will that look like? What do we need to do?”



“Using POPin “is a way to improve efficiency and reduce time for people.”

-Noomi Hirsch, VP of Operations, Lutheran Medical Center

Background

As VP of Operations, Noomi Hirsch is charged with continuously seeking and implementing ways to improve clinical processes and enhance efficiency as well as the patient experience at Lutheran Medical Center. Noomi is always looking for tools to help facilitate the identification and implementation of process improvements that the clinical team can support. Success for the team is having the right solutions in place with the team firmly behind them.

Solution

Noomi implemented POPin across her team to drive better engagement from care teams, and immediately recognized how POPin could be leveraged in Lean events. Noomi’s team orchestrates numerous multi-day Lean events throughout the year focused on identifying ways to improve the care at Lutheran.

Historically, Lean group participants came to events with minimal preparation, so to expedite the process and improve the overall quality of the discussions, Noomi and team use POPin in advance of the Lean events to:

- Identify and prioritize opportunities for improvement & topics for discussion
- Gather current state challenges and opportunities
- Enable leaders to quickly assess and score opportunities

Following the meeting, they facilitate the postmortem through POPin, which according to Noomi, is “also a way to improve efficiency and reduce time for people” as it mitigates the need to follow up with attendees separately.

Result

Noomi’s team continues to use POPin as a critical part of their Lean event methodology. Lutheran projects six-figure cost savings using POPin to facilitate its largest Lean events, and with the additional small Lean events, team meetings and preparation time saved across the organization, Lutheran estimates over \$400K in annual cost savings through these continuous improvement initiatives alone.

Moreover, POPin has enabled Lutheran to give time back to leaders and staff to focus on delivering high quality care, and honoring the needs of each patient at Lutheran Medical Center.