Lean Tool—A3 Group Problem-solving

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| Define Problem:   * Increase capacity to accommodate the backlog of non-urgent appointments and surgeries. | Target Condition:   * Prioritize patients scheduled for urgent surgery. * Schedule backlogged patients to avoid attrition. |
| Analysis and Improvement:   * Monitor the plan for necessary changes. * Revisit schedule templates for improved efficiency. * Request observations and feedback from your physicians and staff. | Solutions and Implementation:   * Extend office hours nights/weekends. * Reassign staff schedules based on efficiency and safety protocol needs. * Schedule additional surgery time. * Create new priority protocols for scheduling. * Prioritize appointments by priority protocols. * Pre-check patients via phone prior to surgeries. |

REFERENCE INFORMATION:

This form was adapted using the following resources developed by the American Academy of Ophthalmic Executives® (AAOE®): [Mastering the Art of Lean Ophthalmic Practice](https://www.aao.org/Assets/54ed4447-7d23-4699-b44d-8d1eb835ff75/637117483454330000/mastering-the-art-e-course-book-pdf) and [The Lean Practice: A Step-By-Step Guide To Running An Efficient And Profitable Ophthalmic Practice](https://store.aao.org/the-lean-practice-a-step-by-step-guide-to-running-an-efficient-and-profitable-ophthalmic-practice.html).