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.
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| 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.
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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).