NOTE: TIMES IN MINUTES CAN BE CHANGED
FOUND IN YELLOW RECTANGLES AND C/T
PROCESS TIMES & LEAD TIMES WILL CHANGE

Decreased all
utilization % by
increasing takt time
w/ higher capacity.

Decreased lab
work inventory by
adding laptops.

Decreased by 12 min.
Documenting real-
time 70% of time.

Process change has led to 466 min.
additional time per day, OR 6.6
extra pt. visits per day, 33 visits a
week, or 1683 pt. visits a year

Decreased lead time by 19.4
min. Schedule pts. now in 90
min. appointment blocks.

MEDICAL CENTER: HEART FAILURE CLINIC
VALUE STREAM MAP

HOURS: 7:00 am to 5:00 pm 12 HRS
CLOSED: LUNCH 1 HRS
OPERATION MINUTES: 660 MIN
AVERAGE DAILY PT VOLUME 27 PTS
AVAILABLE AREA: 7 RM

TAKT TIME: 24.44 MIN
AVAILABLE TIME PER PT 171.1 MIN
WEIGHTED AVG PT PROCESS TIME 48.65 MIN
WEIGHTED AVG PT LEAD TIME 70.56 MIN

NOTE: VSM includes the work after the Pt leaves