



Utilising the Functional Resonance Analysis Method (FRAM) in the evaluation of an emergency department

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Dr Tim Ayres – Consultant emergency medicine physician at the University Hospital of Wales





Cav 24/7

Purpose built system
designed by clinicians with
the intention of **reducing**
overcrowding in the
emergency department.

The way you access urgent health care is changing.

If you think you need to attend the Emergency Unit, and it's not life-threatening, **Phone First.**

Phone CAV 24/7

Stay Safe

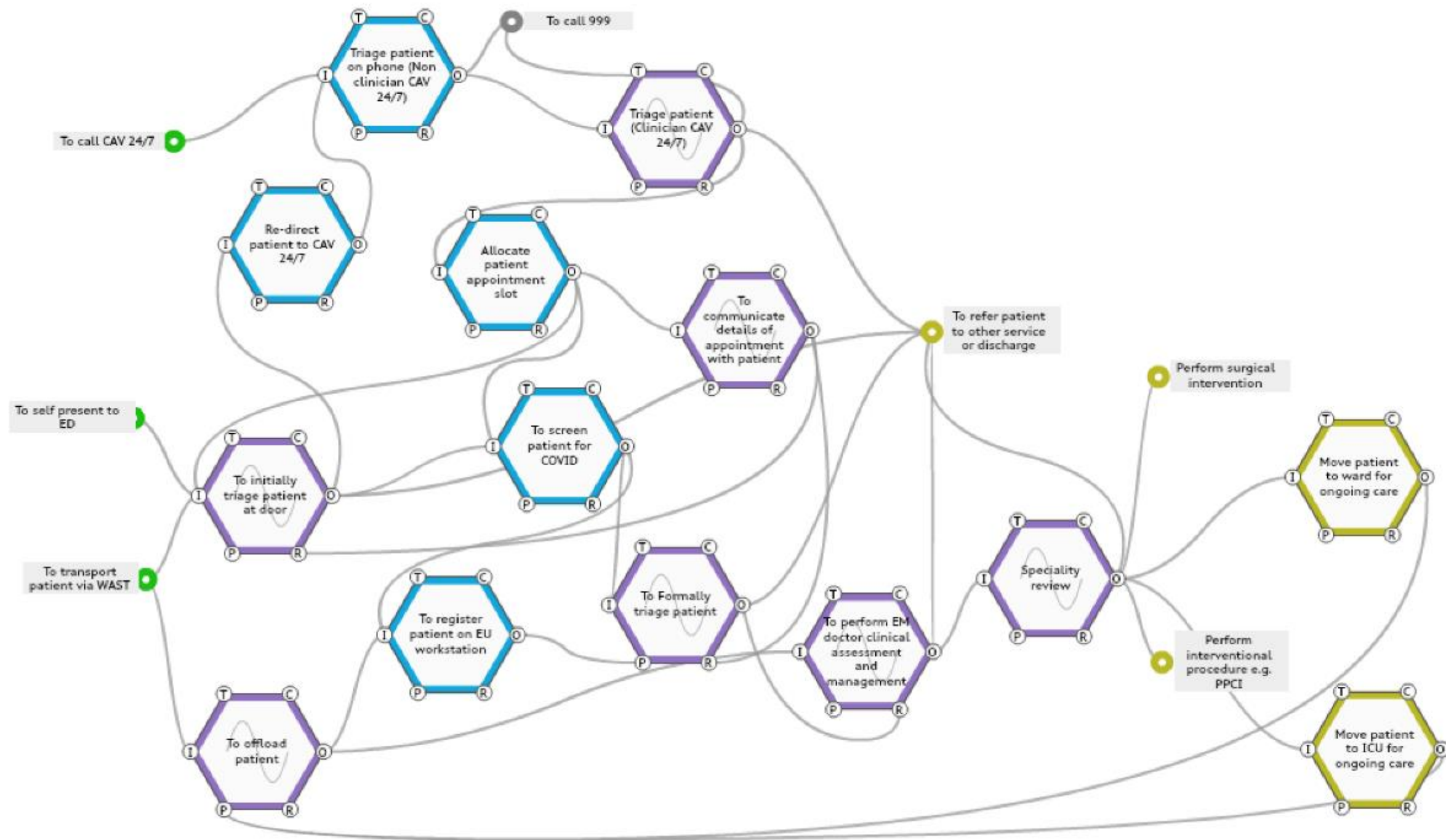
Get directed to the
right place, first time.



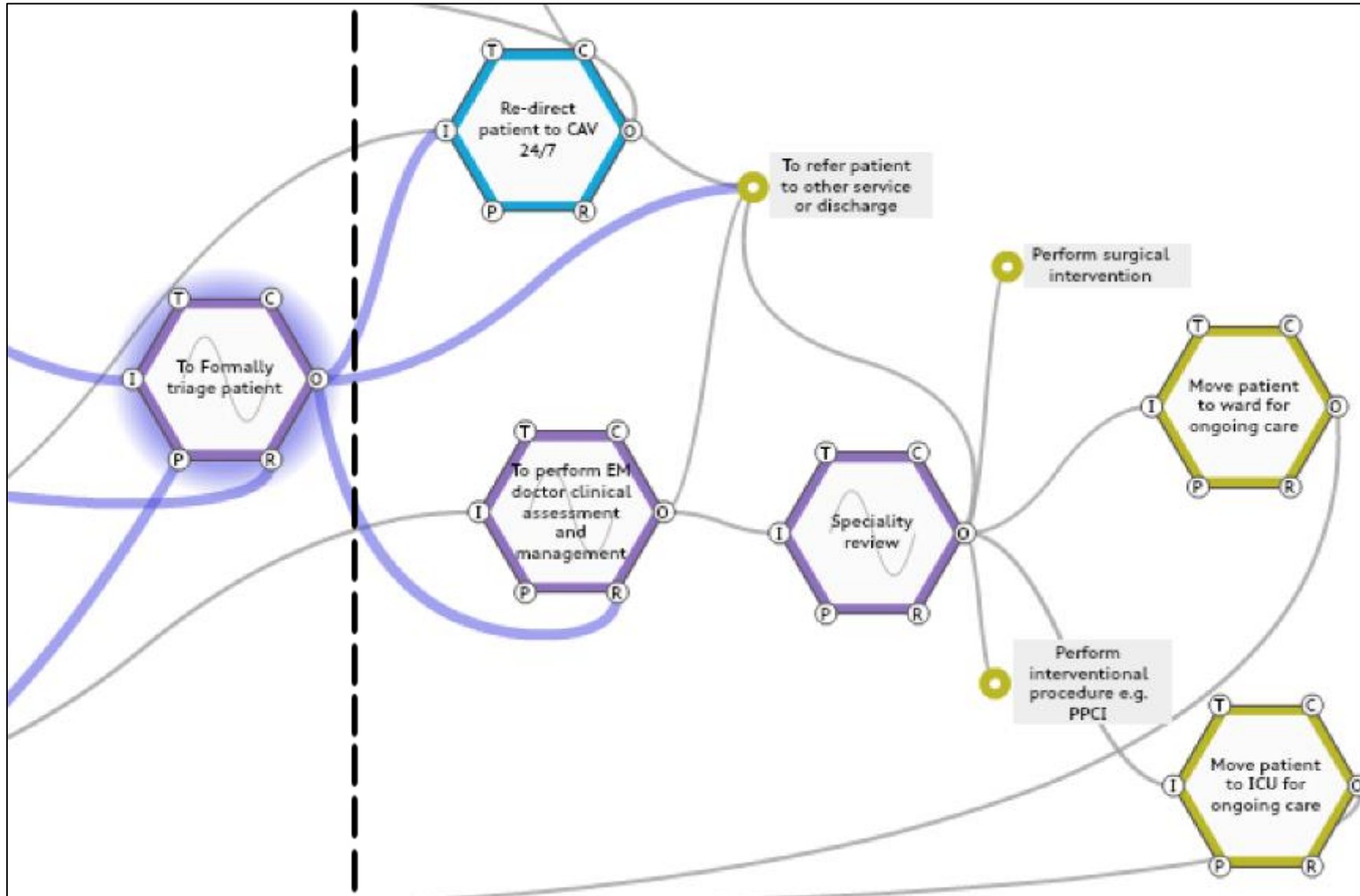
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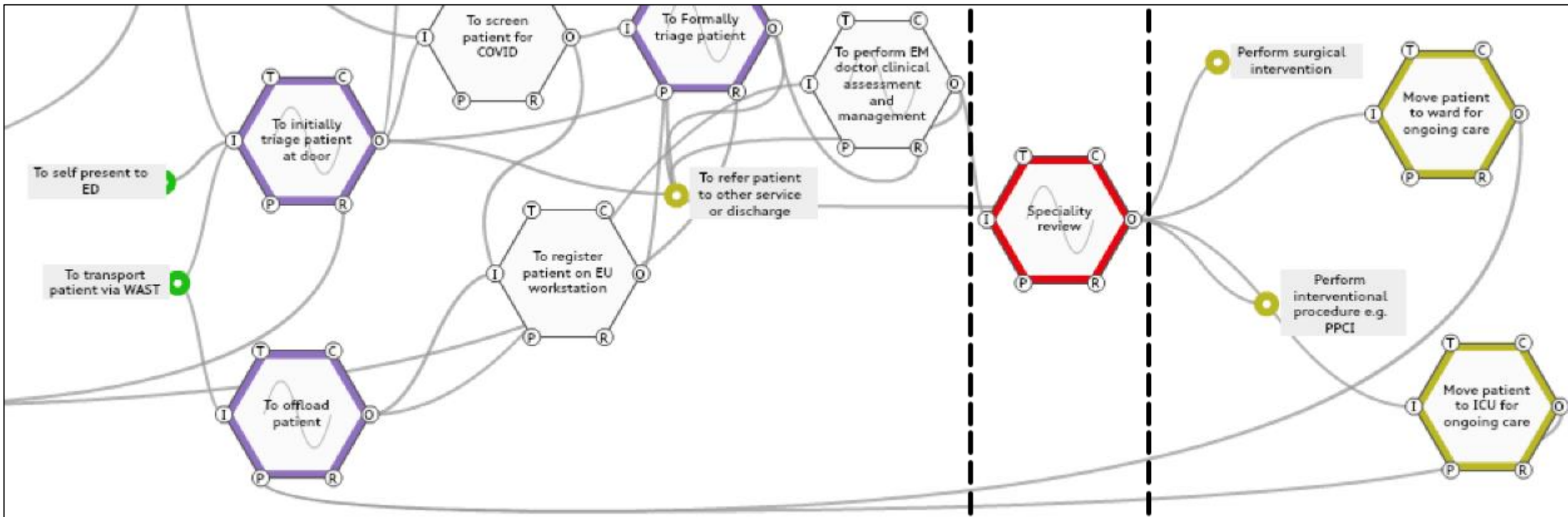




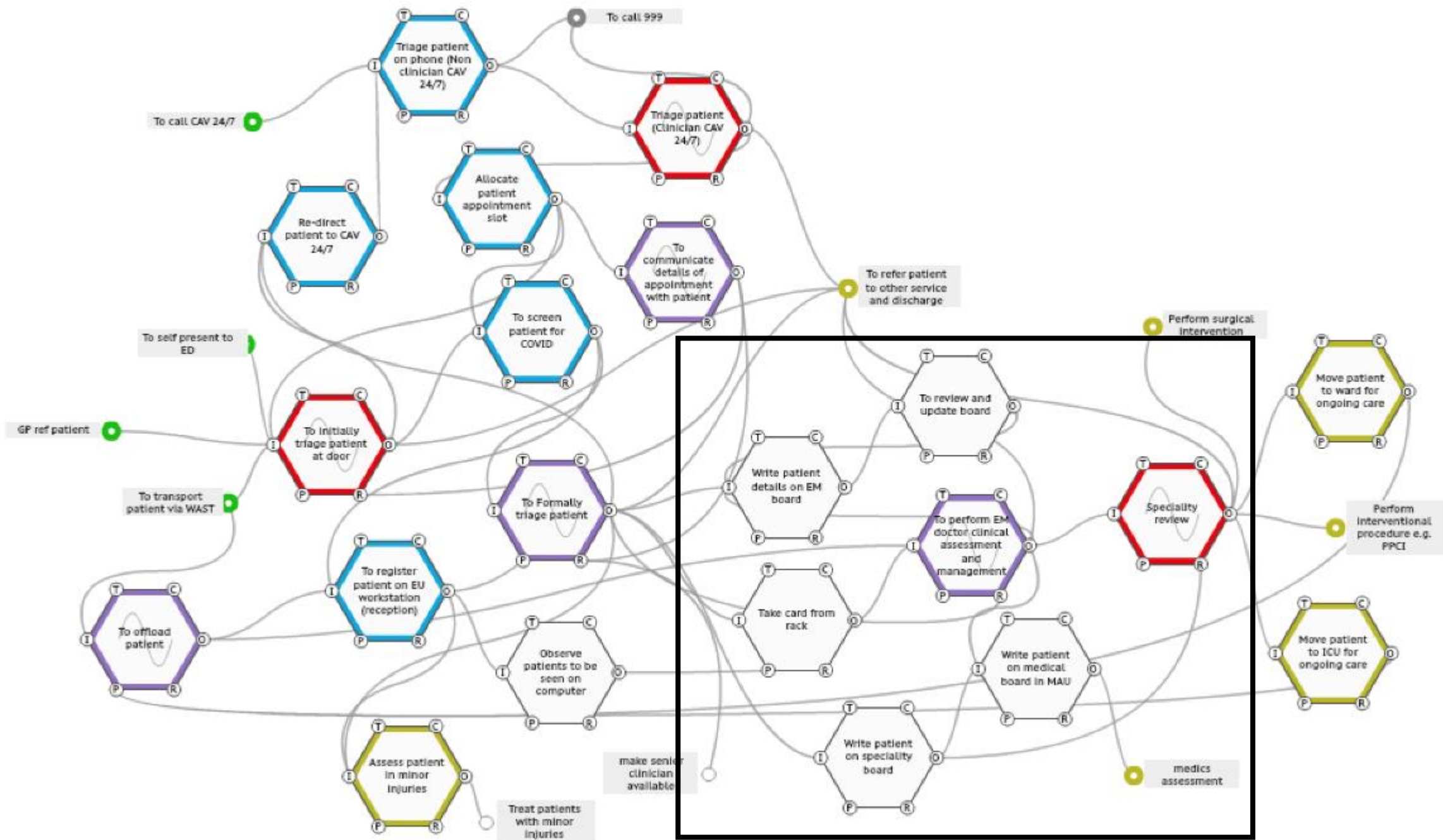
Highly variable critical step influencing multiple downstream functions

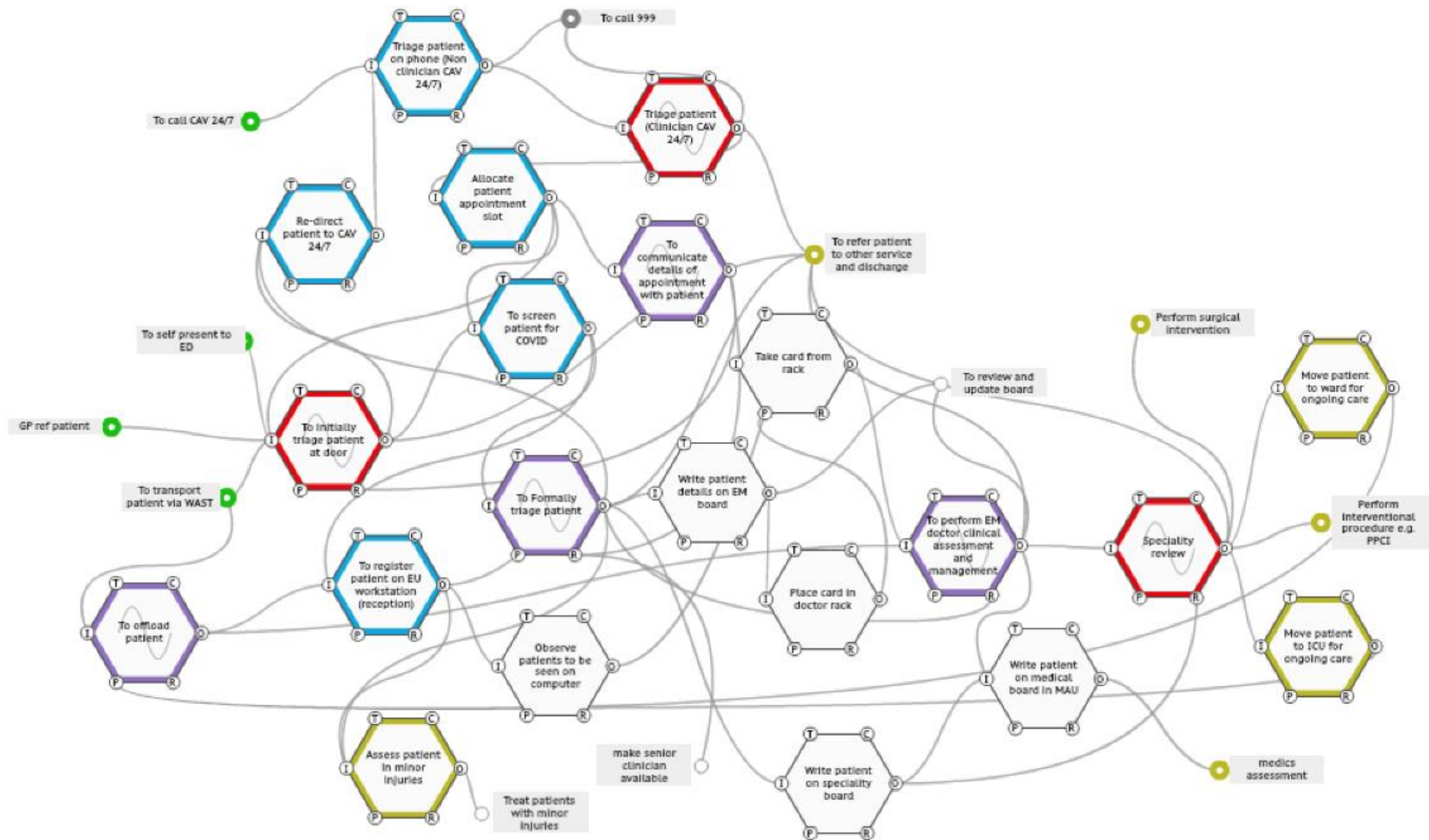


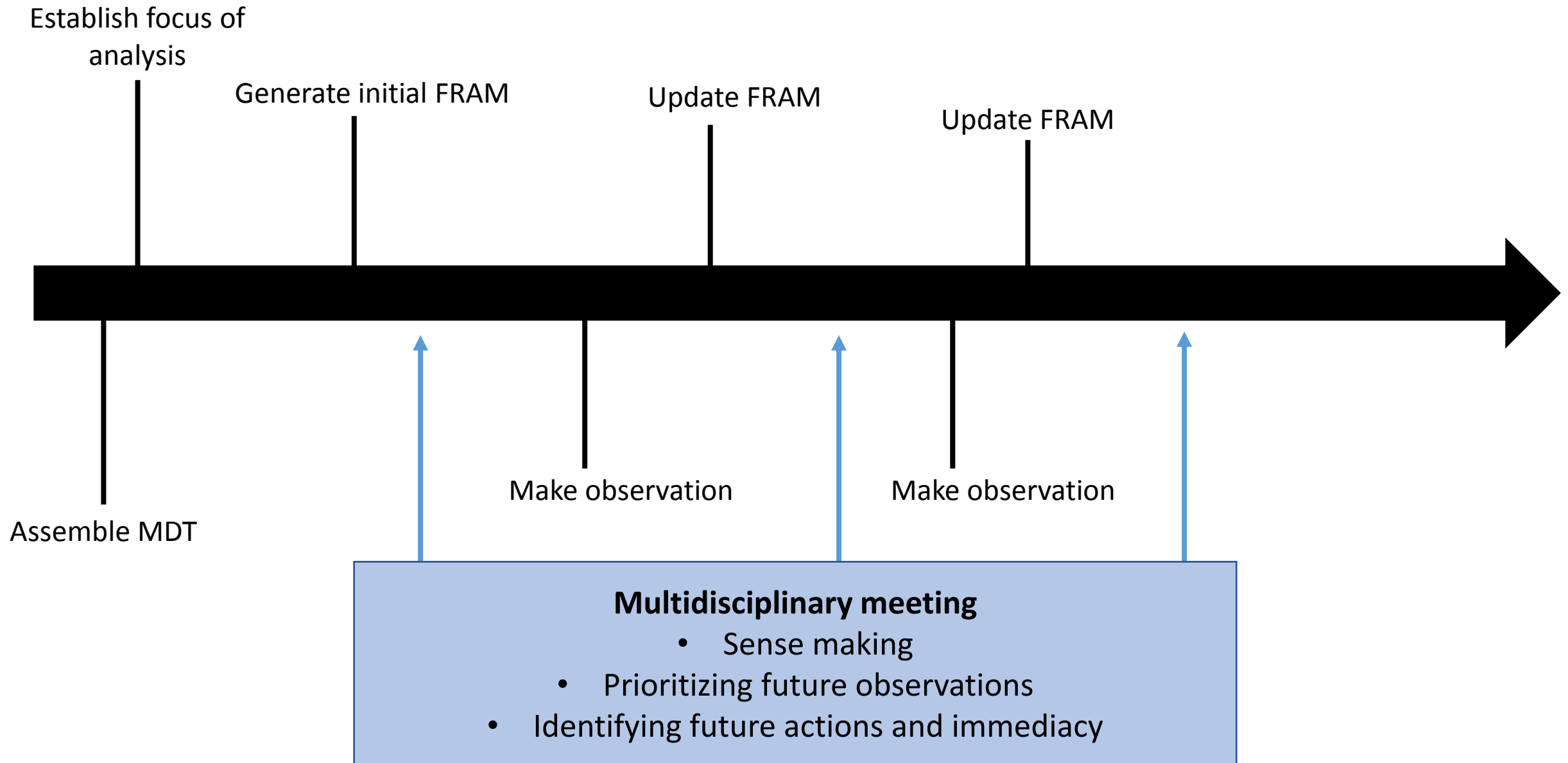
Variable function where output has potential for **huge impact** both down and upstream











Three Enemies of Lean – Muda, Mura, and Muri

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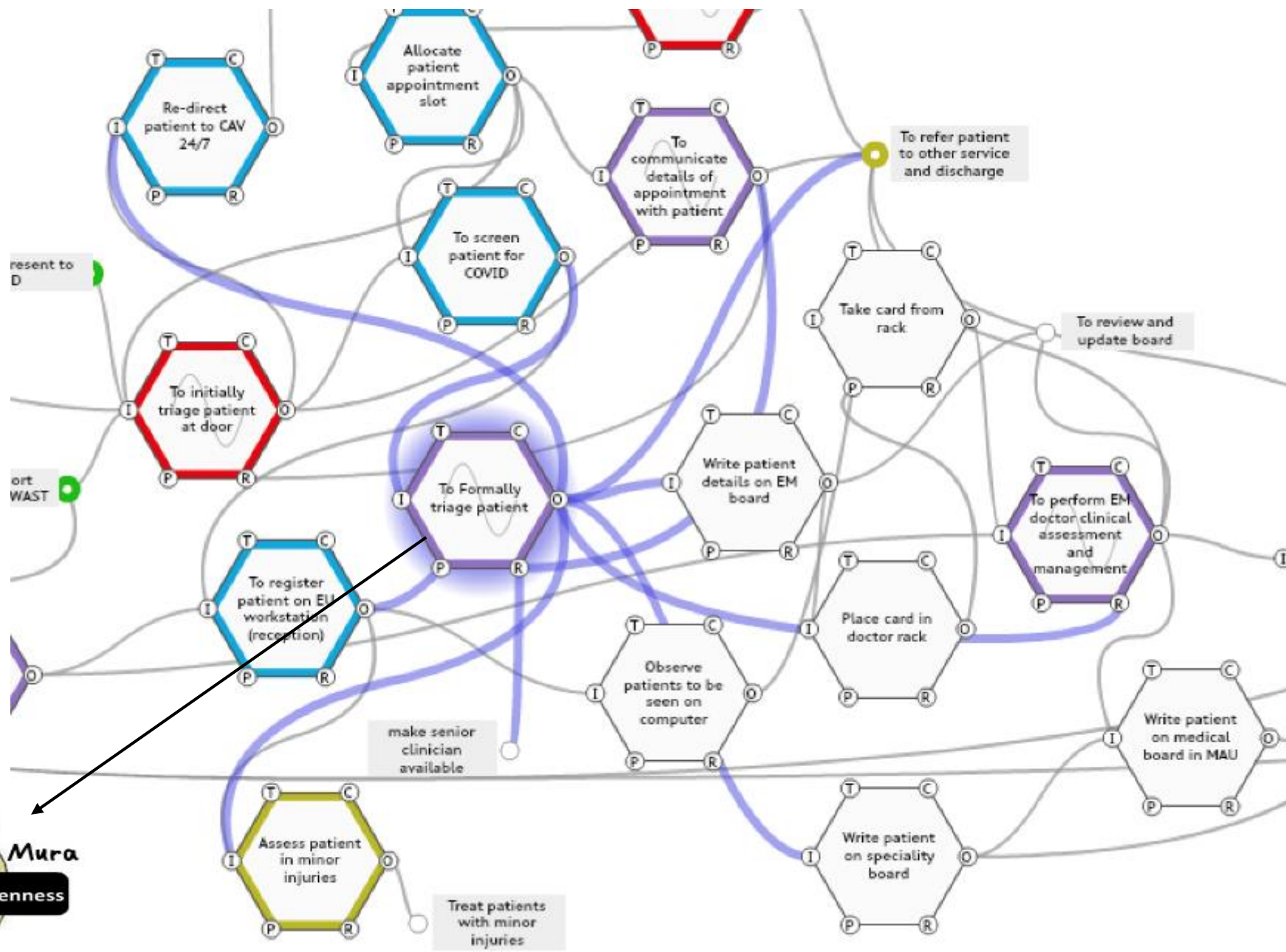
S
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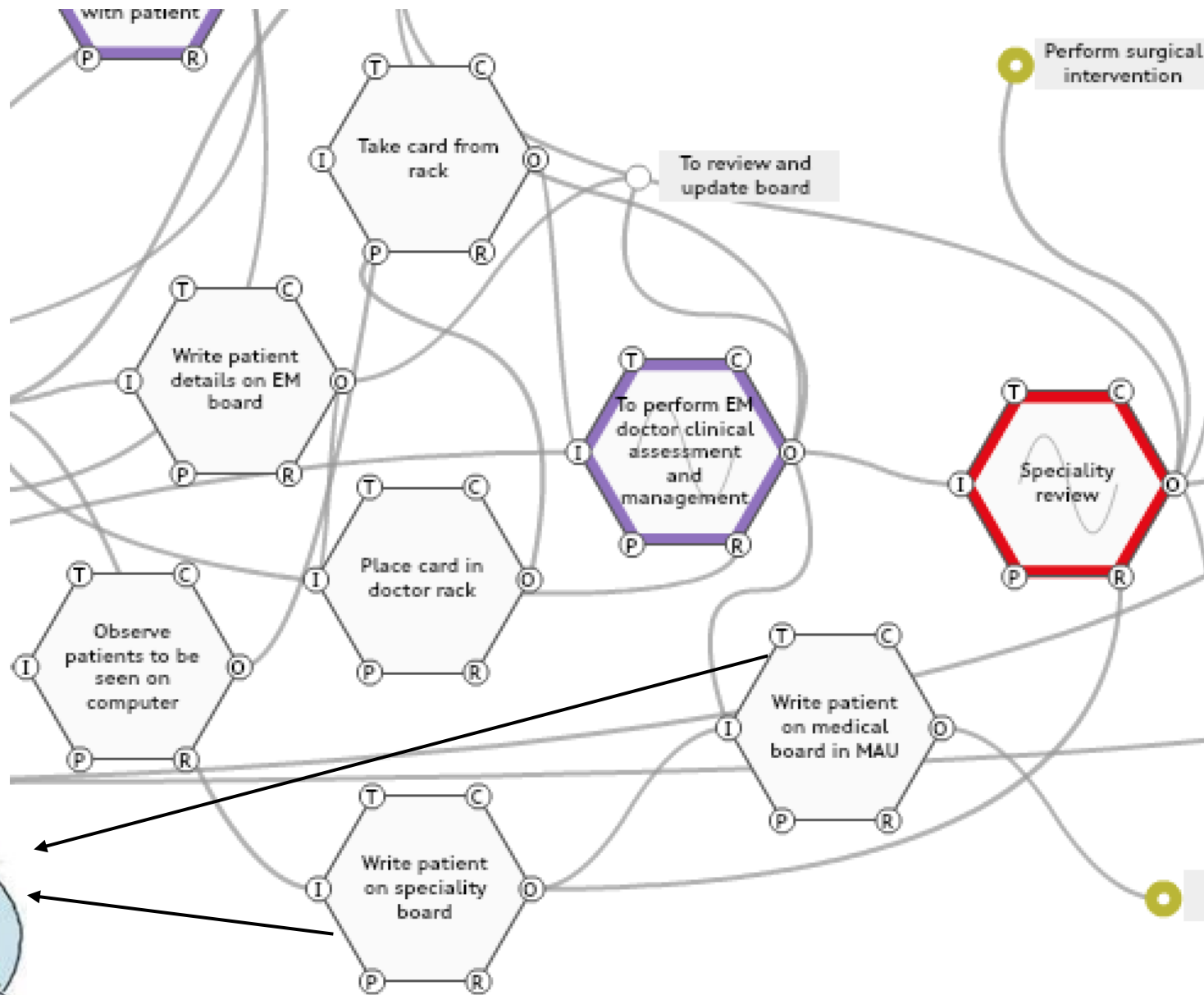


Variation, inconsistency, or irregularity in the Demand or way of working can only be buffered through:

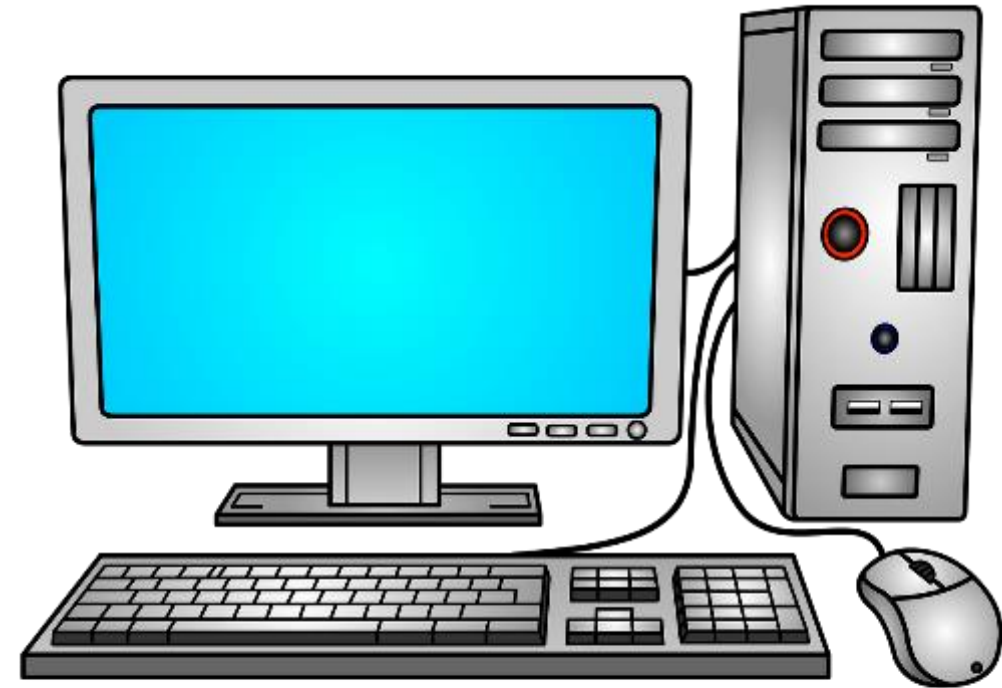
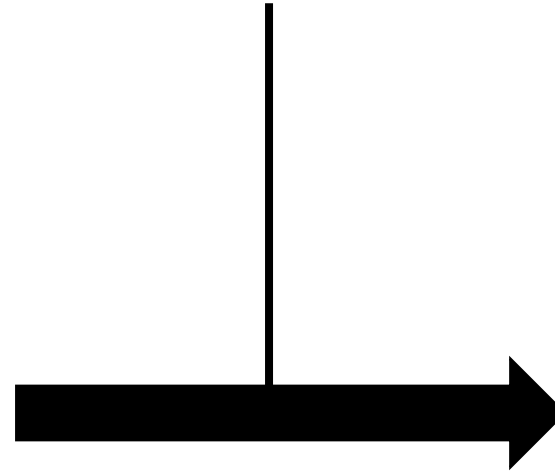
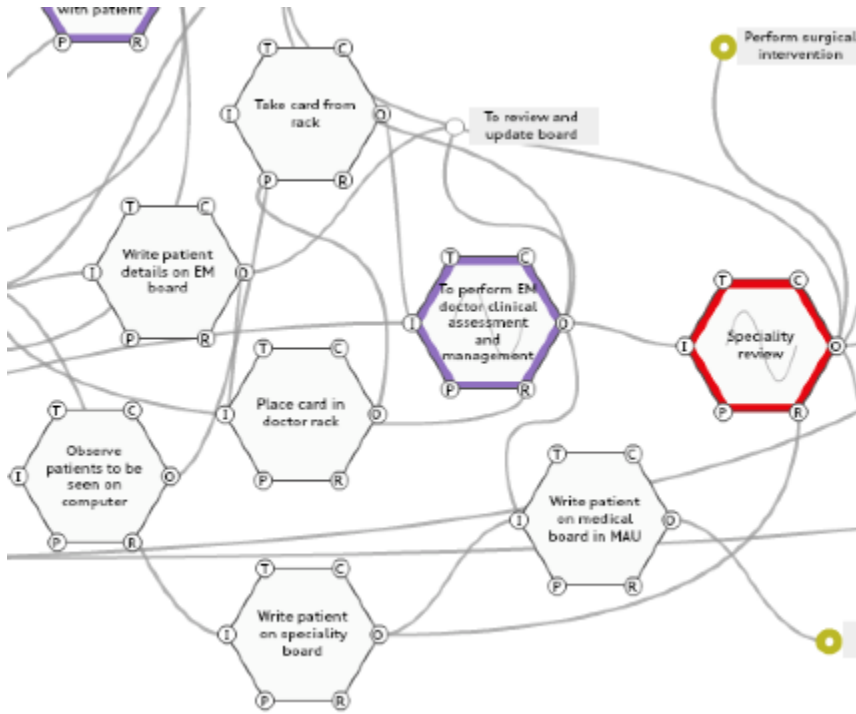
- Inventory
- Capacity
- Time

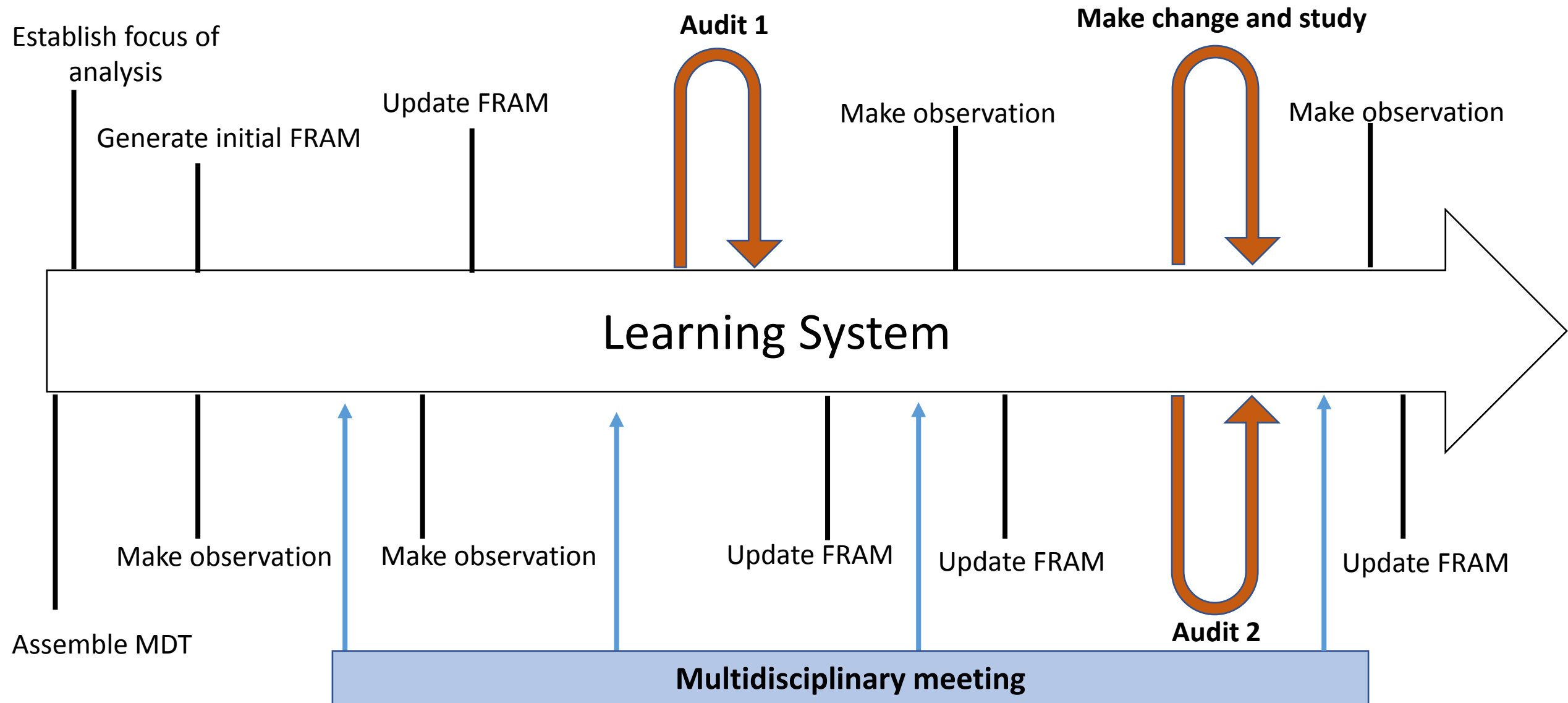
Overburden on the equipment, facilities, and people. Overburdening people leads to **safety and quality problems**.





Creation of tailored technical system using WAD to guide design.









Thank you for listening – questions?



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