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

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Purpose built system designed by clinicians with the intention of reducing overcrowding in the emergency department.
Highly variable critical step influencing multiple downstream functions
Variable function where output has potential for huge impact both down and upstream.
Establish focus of analysis

Assemble MDT

Generate initial FRAM

Update FRAM

Update FRAM

Make observation

Make observation

Multidisciplinary meeting
- Sense making
- Prioritizing future observations
- Identifying future actions and immediacy
Three Enemies of Lean – Muda, Mura, and Muri

TIMWOODS
Transportation
Inventory
Motion
Waiting
Overproduction
Overprocessing
Defects
Skills Utilisations

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.

Perform surgical intervention

- To review and update board
- To perform EM doctor clinical assessment and management
- Speciality review

- Muda (Waste)
- Write patient details on EM board
- Observe patients to be seen on computer
- Place card in doctor rack
- Write patient on speciality board
- Write patient on medical board in MAU
- Take card from rack

- With patient
Creation of tailored technical system using WAD to guide design.
RAT? Rapid Assessment and treatment

- Early senior clinical decision making
- Reducing inefficiencies currently present
- Reduce demand on system by achieving end goals quicker and while using less resources
Establish focus of analysis
Assemble MDT
Generate initial FRAM
Multidisciplinary meeting
Update FRAM
Audit 1
Make observation
Make change and study
Make observation
Make observation
Update FRAM
Audit 2
Update FRAM
Update FRAM
Make observation
Thank you for listening – questions?