Hardwiring Flow

The Benefit-to-Burden Ratio
Defining Flow in Healthcare

Figure 1.1

The figure below illustrates the concept of flow as value added and the questions that need to be asked to improve flow in healthcare.

Figure 1.1: The Benefit-to-Burden Ratio Defining Flow in Healthcare and Steps to Accentuate Benefits and Eliminate Unnecessary Burdens

• What are the BENEFITS RECEIVED?
  Obvious? - Re-affirm them
  Non-obvious? - Inform them

• What are the BURDENS ENDURED?
  Necessary? - Explain them
  Unnecessary? - Eliminate them

WOULD YOU TOLERATE THIS RATIO?

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