

Northern Territory

Lean Healthcare

31 August 2007

Patient referrals to specialists

45 respond

100 referrals (community)

Clinic

Sorry business

Too cold / early

Kids/spouse

Urgent/non urgent
10%/90%

ceremony

language

afraid

Hospital

money

40 see specialist





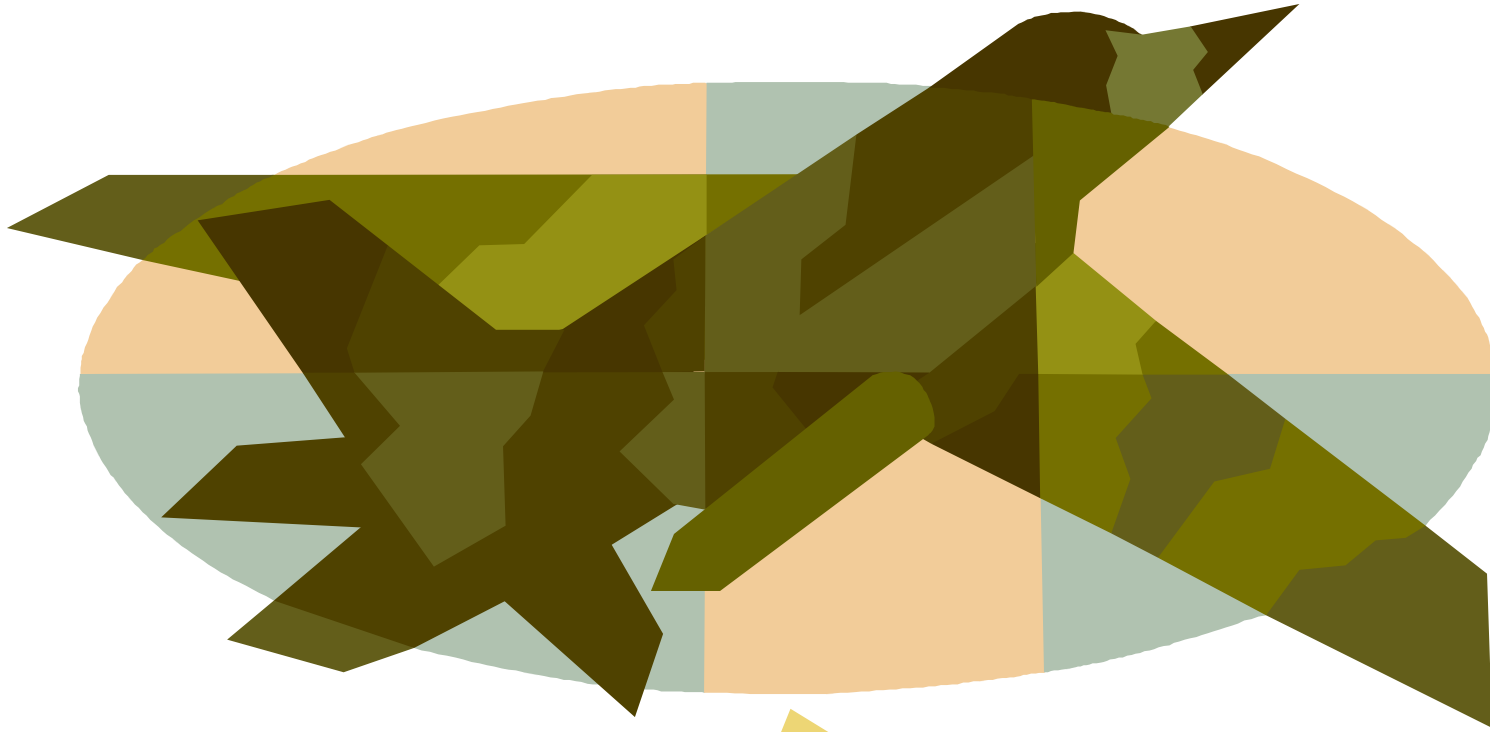


You must
clearly explain
your problem









PUSH



THROUGH THE GOAL-POSTS; OR, THE END OF A PERFECT SCRUM.



PULL



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“The nurse tells me you haven’t been
swallowing your pills.”