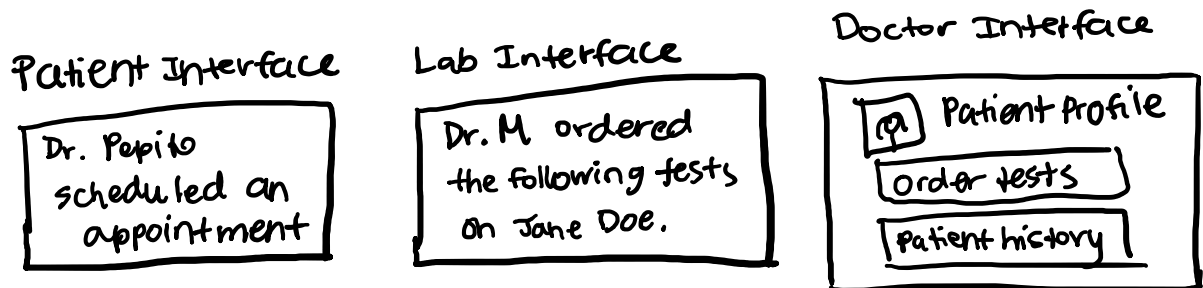


I. Business idea that can be improved

Doctor's Tests: system that establishes a direct connection between labs and doctors for patients' lab results. Lab can call in patient, if doctor requests more tests. This saves time from going to pick up results, going back to the doctor with the results and then going back if more tests are needed and the cycle continues. If the results show something concerning, doctor may recommend that the patient see a specialty doctor and recommend one through the system and make the results available to them as well. The patient can have in their interface the network of their doctors and make their results available to each one.



II. A3 Problem Solving

Source: <https://quality-one.com/a3/#How>

1. Identify the problem or need
 - a. Patients have to go back and forth between the lab and the doctors office.
 - b. Sometimes they arrive with results of lab only to be sent back for more results.
 - c. Sometimes they go back to their original doctor and find out they have to see a specialist.
2. Containment
 - a. Skip unnecessary visits to the doctor's office
3. Breakdown the problem
 - a. Waste of time for both, the doctor and the patient, who probably lead very busy lives.
 - b. The doctor has to adjust his/her schedule to when the patient decides to see them. But maybe the results show the patient's in good health and there is no need for another visit.
4. Define goals
 - a. Create a system that saves time.
 - b. Avoid miscommunication between doctors.
 - c. Have the patient's profile and history available. Be able to share all medical records, tests, and other history with other doctors, with the patients permission. Either for a second professional opinion, or for a specialty doctor.

- d. Allow the patient to have their network of doctors available on their phone.
- 5. Perform root cause analysis (5 Whys)
 - a. Why did I get paid less this month? Because I took a day off.
 - b. Why did I have to take the day off? Because I had a doctor's appointment.
 - c. Why do I have to schedule so much time for doctor's appointments? Because I have to go to various doctors and lab to pick up results.
 - d. Why do I have to go pick up results? Because doctors have no direct access to my results.
 - e. Why do doctors have no direct access? There is no system that connects doctors, patients, and labs.
- 6. Countermeasures
Connecting doctors, patients, and laboratories for fast results. Also allow referrals in the system, in case the lab results indicate that you need to see another doctor or specialist.
- 7. Implementation
Create an application with 3 interfaces, one for the patient to be able to identify their doctor and fill out their medical profile, one for the doctor to have access to their complete patient database and their history, and one for the laboratories with the patient database and their links to the doctors.