**Reason for Action**

**Problem Statement:** The current interfacility transfer process at the Minneapolis VAMC has led to several adverse outcomes due to its overall inefficiency, and has been determined by the Office of the Inspector General to need revision. There is a need to develop a more accurate and efficient process to safely transfer our veterans to outside hospitals when the need arises.

**Solutions Approach**

- **Completion Plan**
  - Revised State (05/18)
  - Confirmed State

**Rapid Experiments**

- Description
- Hypothesis
- Actual
- Benefits

- Description
- Hypothesis
- Actual
- Benefits

- Description
- Hypothesis
- Actual
- Benefits

**Gap Analysis**

**Current State (11/2017)**

- Description
- Hypothesis
- Actual
- Benefits

**Target State**

- Description
- Hypothesis
- Actual
- Benefits

**Relation to True North**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Current State</th>
<th>Target State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve accuracy of required documentation completion</td>
<td>≤60% of OIG required documentation completed accurately</td>
<td>≤10% of OIG required documentation completed accurately</td>
</tr>
<tr>
<td>Eliminate all non-value added, unnecessary steps in process</td>
<td>≤60% of OIG required documentation completed accurately</td>
<td>≤10% of OIG required documentation completed accurately</td>
</tr>
<tr>
<td>Improve duplication of work, create parallel process</td>
<td>≤60% of OIG required documentation completed accurately</td>
<td>≤10% of OIG required documentation completed accurately</td>
</tr>
</tbody>
</table>

**Problem Statement**

- Revised state is in adherence with OSH
- Complete a highly patient-centered to efficient in design with high satisfaction
- Process flow is in series, with critical steps
- Frustration with process

**Direct Cause**

- Revised state in adherence with OSH
- Complete a highly patient-centered to efficient in design with high satisfaction
- Process flow is in series, with critical steps

**Best Cause**

- Revised state in adherence with OSH
- Complete a highly patient-centered to efficient in design with high satisfaction
- Process flow is in series, with critical steps