



### ***India - Lean ergonomics in emergency care***

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In 2016, 150,785 people died from accidental causes in India, including 17,218 in the State of Tamil Nadu. A governmental programme called TAEI was initiated, aiming to drive a 50% reduction in trauma deaths by 2020 and achieve zero deaths by 20130. TAEI led to Trauma Care Centres being established, enabling people be treated quickly and within the Golden Hour. Hospital layouts were evaluated to establish where there were gaps in the system that caused delays in triaging and transferring patients to the appropriate wards. Lean operations were applied to a number of key TAEI blocks, such as Human Resources, Infrastructure, Equipment, Emergency Response Protocols. Time norms for each step of patient care was designed and the work-flow mechanisms of patients in the Emergency Department was streamlined. TAEI centres were established across 75 hospitals in Tamil Nadu. Performance data was analysed on a daily basis and information shared using an App. Establishing one trauma care centre cost INR 15 million (1 US\$ = 70 INR). The programme has seen a significant drop in the mortality indicators and will continue to measure the impact of the TAEI programme.