



**EHA CLINICS**  
(JCI Accredited)



# Principle 5: Establish Pull



# Pull Systems

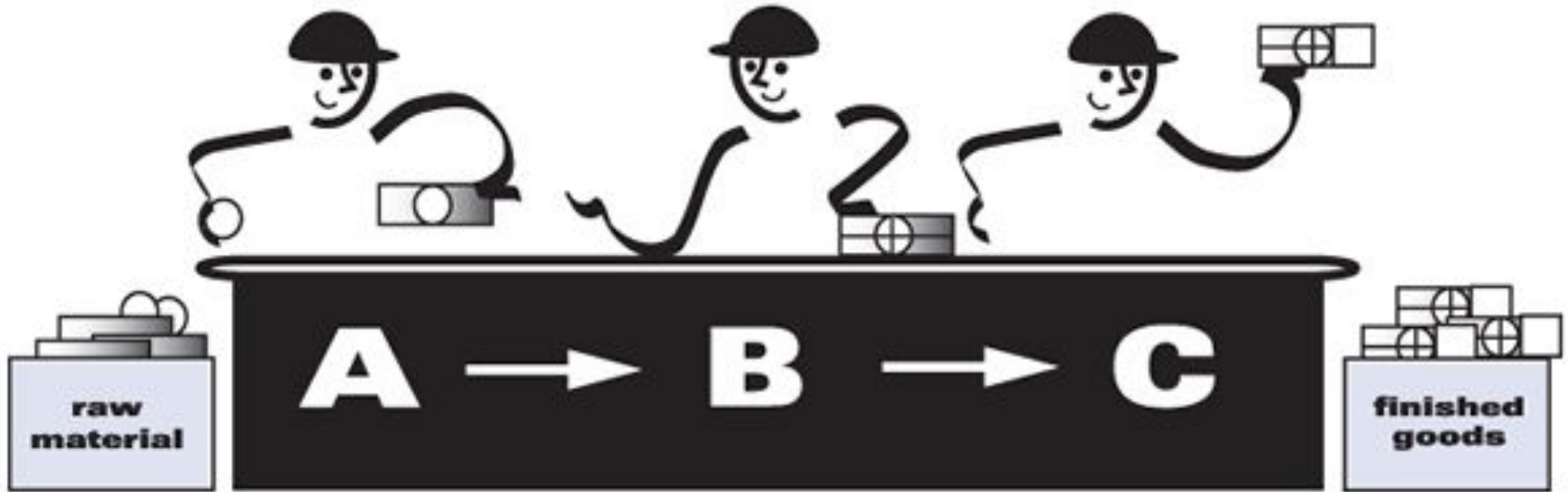
We want a system where the staff member completes one unit of work then picks up the next.

It means that we start new work when there is demand for it and when the team has the capacity to do it. This is a pull system

Work goes to the next step/person when there is room for that person to do it and not only because the previous person has completed their work(Push system).

Again, the goal is to ensure smooth flow of work such that when step 1 is completed, step 2 is ready to start. We work on reducing process times and leveling work in order to achieve this and also meet demand.

# Levelled Flow in a Pull System



# Tools for Establishing Pull

Tools like Kanban help with establishing pull.

You have probably seen this as the board view of Asana or the dashboard for patients.

We should not move a patient from the reception to a room until the care provider is ready to attend to them.

Similarly, you can have sections for different phases of your work on Asana and move tasks from one section to another when it is required and you have the capacity.

Next up - Principle 6!

