Additional file 2 – Questionnaire Structure.

In health, efforts of the *Lean* philosophy should be focused on patient-centered care.

Our proposal with the Pharmacy Clinic was to carry out the following project to apply *Lean* tools that could serve as a basis for a future scenario model to assess the capacity of the clinical/surgical sector.

The idea of ​​adding value to products and services is a key concept of Lean and should be made from the point of view of customers. It is defined as anything the customer would be willing to pay for because it directly benefits him. That is:

What does the customer VALUE in our process?

What activities will he really feel willing to reward us for?

In the case of Lean Healthcare, when we think of the product / customer / final destination, this is our "patient care". Everything that directly benefits those who are at the end of the process (patient, care) adds value to it.

It is not trying to categorize what should or should not be done because some activities do not add value and MUST be done.

Thinking about a car industry, the logistics industry never adds value to the end customer, but it is a necessary industry. The processes of welding, turning, and assembly in the manufacture of the car itself is an activity that adds value because the customer wants to pay for it.

All of the following activities are performed and have a level of importance, but **please mark with and X those that add value or do not add value.**

|  |  |  |
| --- | --- | --- |
| Tasks | Added value | Non-added value |
| 1. Patient’s follow-up record elaboration |  |  |
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| 3. Prescription evaluation |  |  |
| 4. Triage |  |  |
| 5. Clinical rounds |  |  |
| 6. Medical record evaluation |  |  |
| 7. Intervention |  |  |
| 8. Medical record evolution |  |  |
| 9. Pharmacist record’s registration |  |  |
| 10. Conciliation |  |  |
| 11. Validation |  |  |
| 12. Discharge orientation |  |  |
| 13. Consultancy |  |  |
| 14. Pharmacovigilance notification |  |  |
| 15. Other |  |  |
| 15a. Other- administrative |  |  |
| 15b. Other- research and education |  |  |
| 15c. Other- traveling |  |  |