Lean Project Outline

Project Title: Call Light Process Improvement Project

Project Team Work Sessions: Location for both sessions: Advanced Technology Pavilion- Conference Room

- Session #1: Wednesday, October 24, 2012 from 8:30am-12:30pm
- Session #2: Wednesday, November 7, 2012 from 8:30am-12:30pm

Business Case: Current scores for the HCAHPS Domain- Responsiveness of Hospital Staff (August 2012): 61% (Top Box Score).
- Call button help as soon as wanted it: 57.4%
- Help toileting as soon as you wanted it: 65.3%

Goals/ Target VPB FY2014- HCAHPS Top Box of 76%

Problem Statement: There are so many patients with so many call lights and there is so much to do.

Goal Statement: Make the process for answering the call light easier, better and faster so we can:
1. Reduce the number of call lights.
2. “Always” answer their calls and meet their needs. Priority: clinical and toileting assistance.

Project Leaders:
Cheri Arafiles, Lean Green Belt- Hoag Experience
Erin Jasper, Lean Black Belt- Process Improvement

Champions:
Lyra Kennedy, 3E Nursing Director
Melinda Jordan, 6W Nursing Director
Rick Martin, CNO (Nursing)
Jan Blue, Sr. VP Human Resources (Own It)
Brian McGavin, Change, Leadership and OD (Own It)
Kent Lockart, Hoag Experience (Own It)

Stakeholders:
Patient and their families
TTCCs, PCAs, RNs, and Charge Nurses
Supporting Departments: EVS, Nutrition Services, Engineering

Team Members:
Diana Tai, 3E/ 5W Nursing Educator
Josie Rios, 3E PCA
Patricia Murphy, 3E RN/ CN Relief
Kathleen Gibson, 3E TTCC
Sheryl Slaney, 6W PCA
Cynthia Ruszat, 6W RN
Zeniwe Bryant, 3E CCE

Supporting Team (On Stand-by):
Zac Collier, Engineering (Zettler)
Michael Robinson, Nutrition Assistant Lead
Jennifer Richards, Patient Food Operations
Denise Torok, Food Clinical Operations
Dawn Padley, 6W Charge Nurse
Rose Provost, EVS Manager

Project Team Work Session Agendas:

Session #1
Problem Statement and Objectives
Introduction to Lean
Review Current State Map
Identify Waste, OFI and Define Categories
Root Cause Discussion

Session #2
Brainstorm Solutions
Plan for Implementation
Present findings and propose plan to Rick Martin, CNO