

Yellow Belt Project Report Out Presentation

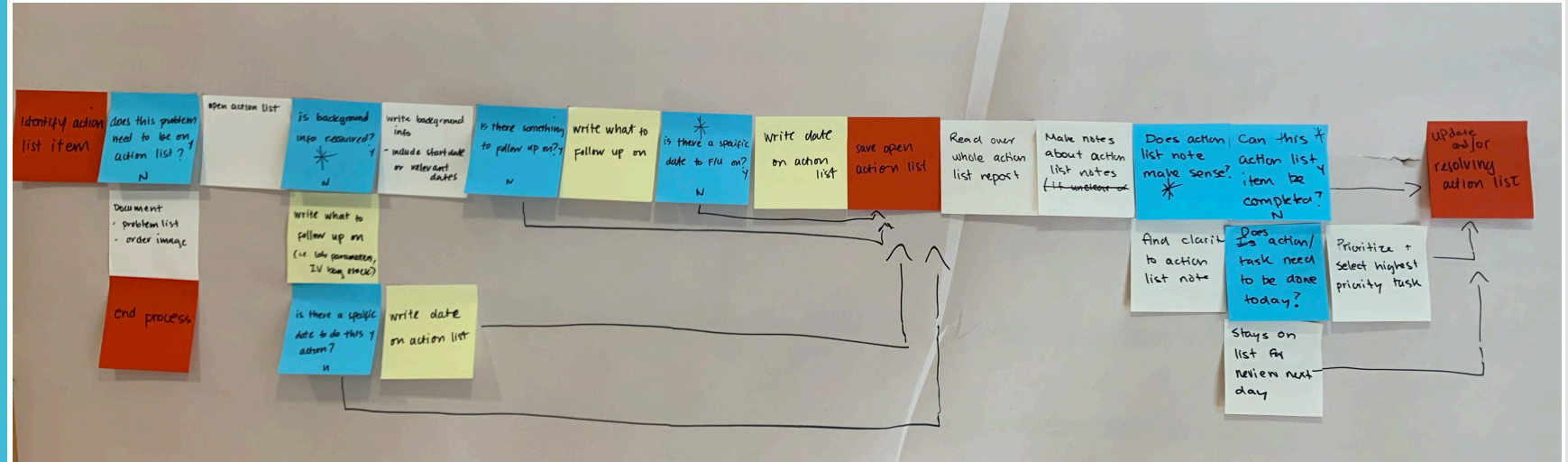
October 30, 2023



Shared Health works collaboratively with our provincial service delivery partners to develop and deliver lean training to staff across Manitoba

DEFINE

Current use of action list notes is inefficient for pharmacists to identify and complete required follow up tasks because of poor documentation and lack of a standardized process. This results in time wasted reviewing action list notes and missing necessary tasks which impacts patient care.



MEASURE

What?	How?	Where?	Who?	When?
What is being measured?	How will you track the measurement? Tracking charts, observations, other? Do you need any items to measure? Clock, pedometer, etc.?	On which unit/area will the data be collected?	Who is responsible for collecting the measurements?	When are the measures being collected?
Detailed time spent on action list items	Action List Daily Tracking Sheet (track time started, and stopped working on action list items each day)	Facility wide	Pharmacist reviewing/completing action lists follow up each day	August 14 – August 19
Total Number of action items printed on report each day	Action List Daily Tracking Sheet	Facility wide	Pharmacist reviewing/completing action lists follow up each day	August 14 – August 19
Number of action items that are due for follow up each day	Action List Daily Tracking Sheet	Facility wide	Pharmacist reviewing/completing action lists follow up each day	August 14 – August 19

MEASURE

What?	How?	Where?	Who?	When?
What is being measured?	How will you track the measurement? Tracking charts, observations, other? Do you need any items to measure? Clock, pedometer, etc.?	On which unit/area will the data be collected?	Who is responsible for collecting the measurements?	When are the measures being collected?
Number of action items addressed and followed up upon each day	Action List Daily Tracking Sheet	Facility wide	Pharmacist reviewing/completing action lists follow up each day	August 14 – August 19
Does each action list note contain (1) clear context (background information), (2) specific points to follow up on, (3) a date for follow up/action?	Retroactive Action List Review in spread sheet	Facility Wide	Pharmacy Technician (ask pharmacist other then original author for assistance if needed)	Review open action lists daily August 3 rd forward until 50 notes are reviewed (duplicates omitted)

MEASURE

Action List Daily Tracking Sheet

Date: _____

Complete 1 form per pharmacist, circle unit(s) for action list reports you will be responsible for today

Action Lists Reviewed for: **Medicine** **Surgery** **Rehab**

Each time throughout the day that time is spent reviewing and completing action list tasks record the start and end time, as well as the number of actions list notes addressed and completed or updated in each period of time in the "Time Spent and Action Tracking" chart below.

Before starting, review action list report and record the total number of notes for the unit(s) indicated above

Total Daily Action Lists on report: _____

Additionally identify the number of action list notes on the reports which indicate a task/assessment to be done today:

of Action List Items requiring review today: _____

Time Spent and Action Tracking Chart

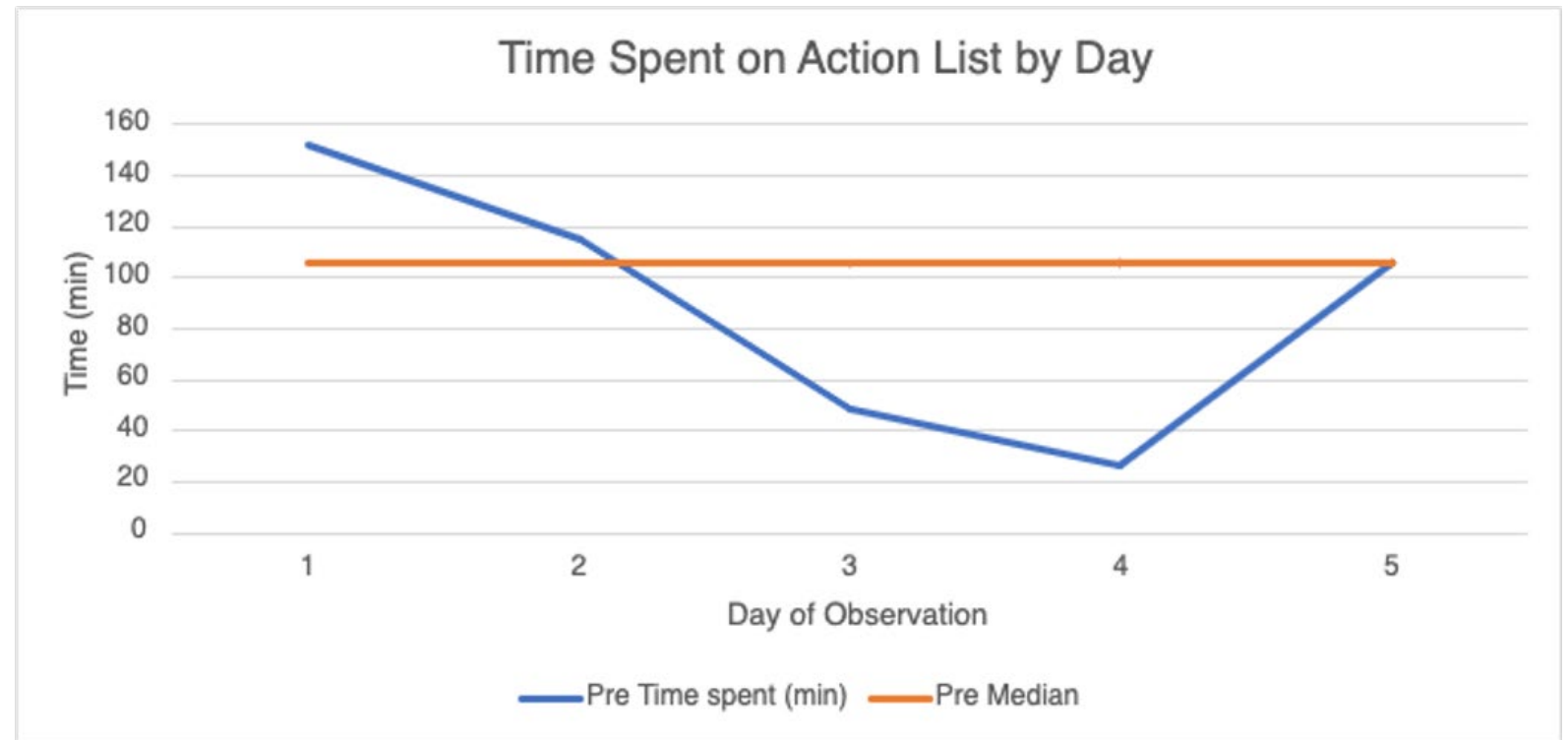
Start Time	End Time	Time Spent (minutes)	# of Action Lists Notes Completed/Updated
Daily Totals			

Throughout the day as any issues are identified with action list notes that are missing necessary information, unclear or confusing record them in the chart below including any time spent resolving these issues

Attach Action List Reports + give to Riley at the end of each day

ANALYZE

Significant time is spent reviewing and acting on action list notes each day, time is highly variable and a high proportion of notes are lacking information to make them useable



MEASURE

Action List Review Log – skip duplicate notes

#	Patient Initials	Context (Y/N)	Parameter (Y/N)	Target (Y/N)	Date (Y/N)	Other Notes
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
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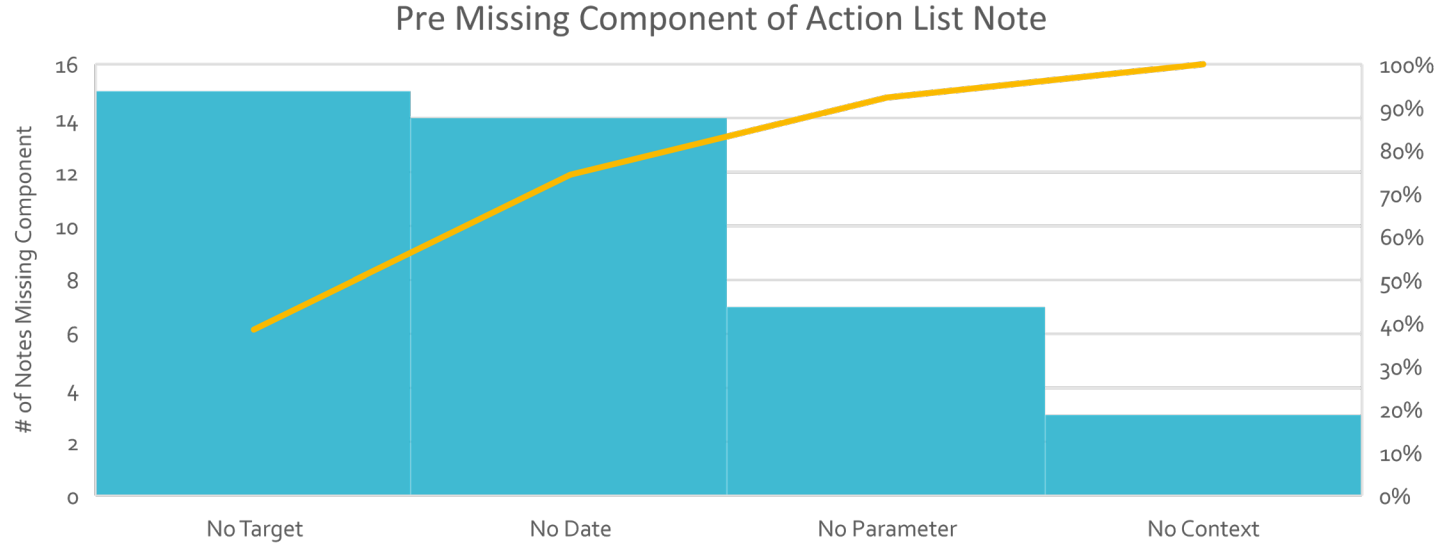


ANALYZE

Significant time is spent reviewing and acting on action list notes each day, time is highly variable and a high proportion of notes are lacking information to make them useable

Action List Note Review for 4 Required Components

	No Context	No Parameter	No Target	No Date	Contain All 4	Total Reviewed
Pre # of Notes	3	7	15	14	12	32
Pre %	9%	22%	47%	44%	38%	





IMPROVE

- AIM:
 - By Oct. 1: We will improve the percentage of action list notes containing all of the required information from the current 37.5% to 75% .We will reduce the median time spent reviewing action list notes from 109 minutes per day to 80 minutes per day.



IMPROVE

- *PDSA Cycle 1*
 - *Plan – to require creation of action list notes to contain the 4 required components and to create action list notes only if they are appropriate for pharmacist follow up activities*
 - *Do – education on policy for this specific use of action list notes, print and laminate posters with required action list note components and appropriate categories for use*
 - *Study – Measure time spent on action list notes/tasks per day, Measure # of notes with each of the 4 required components*
 - *Act – Significantly reduced time spent on action list notes per day and improved the clarity and quality of the notes entered*



IMPROVE

- *Provide a picture of your Quality Board*



CONTROL

Which controls are you using? Explain how they are being used.

Error Proofing /Audit

Error identifying and discussion at huddle

Training

Use of Policy and Presentation for training new team members
Periodic review of policy/presentation by team

Policy and Procedure

Policy

Written Signage

Workstation signs



LESSONS LEARNED

- *Identify a very specific problem to solve when working through this process*
- *Engaging team members and finding time for this work can be challenging due to staffing levels and scheduling considerations*
- *There is many areas that can be improved in our pharmacy operations and learning this way of thinking can help to drive a scientific data driven improvement process, ultimately allowing us to serve our patients better*



NEXT STEPS

- *Feed experience and outcomes to any discussions around regional standardization of clinical documentation*
- *Shared similar process with Boundary Trails Health Centre when implementing Clinical Documentation*



THE TEAM

- *Attach a picture of the team*

**Any
questions?**



