

Quality Improvement Project Report Out

C.A.R.T

Clean Areas Reduce Tension

Define

Laundry cart on the Medical Ward.



Define

- *The linen cart is unorganized due to lack of space, inventory control and communication between departments resulting in delay of care of clients, lack of safety, infection controls and reduction of staff productivity.*

Measure

Measurement Plan



Prepared By:
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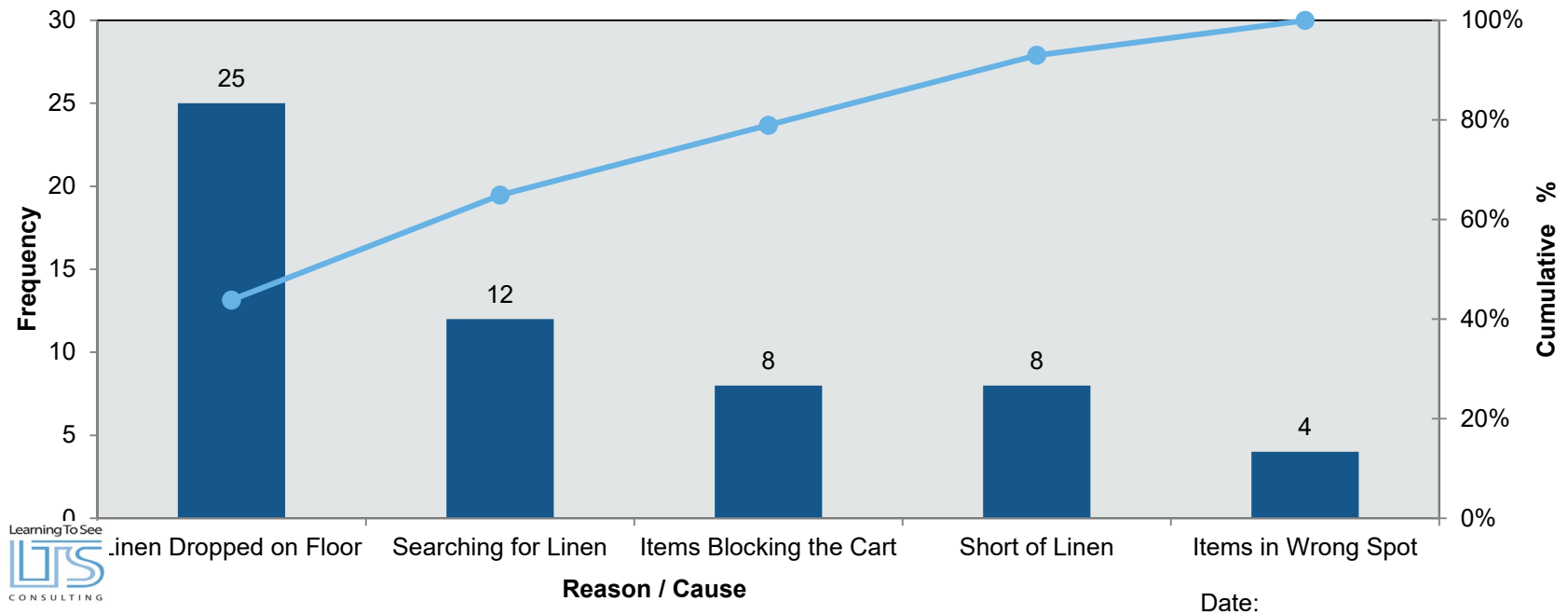
Organization:	SH/SS
Facility:	BRHC
Project:	C.A.R.T – Clean Areas Reduce Tension

What?	How?	Where?	Who?	When?
What is being measured?	How will you track the measurement? Tracking sheets, 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 measures measurements?	When are the measures being collected?
The linen cart – searching for linen, items blocking the cart, linen dropped on floor, short linen	Tracking sheets	Medicine unit	Staff on medicine unit that are using the linen cart	Nov 5 – 12 Nov 13 - 19
Phone calls from units asking for more linen	Tracking sheets	Linen Department	Linen aides	Nov 5-12 Nov 13-19

Measurement Check Point #1:	
Measurement Check Point #2:	
Measurement Check Point #3:	

Analyze

Pareto Chart for C.A.R.T. Defects
November 5, 2018 to December 14, 2018
Pre PDSA

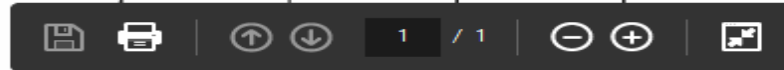


Analyze

Medicine Unit C.A.R.T Lean Project - Nov 5 - ~~11~~ 23

Linen Aides - Put 1 line in the correct area for every phone call asking for linen eg. IIII

Medicine	Surg/OB	Rehab	BP	Cancer Care	Diagnostics	O.R.	Wound Clinic	ER
AM II	I			I		I		I
PM I								



Analyze

- *Misappropriate utilization of linen cart*
- *Barriers*
- *Unorganized*

Improve

To eliminate non-essential items on the laundry cart to reduce the amount of linen dropped on the floor and the time wasted looking for linen by 80% which will reduce time and money loss.

Improve

PDSA 1

To use visual management to provide a specific area for logistic deliveries and new stock.

Date Implemented – Determined the room is small and used for a variety of reasons. Using the tape to as a visual will not work. This will not be implemented

Improve

PDSA 2

5S plan to remove items from the cart that are infrequently used.

Improve

PDSA 3

Organize the cart so it is ergonomically safe and the inventory is well controlled.

Improve

**MEDICINE UNIT C.A.R.T. LEAN PROJECT
MEASUREMENTS FOR THE WEEK OF MARCH 25 TO MARCH 31, 2019**

Please check if you encounter the below issue with the cart.

Date	SEARCHING FOR LINEN ON CART	ITEMS BLOCKING THE LINEN CART	LINEN DROPPED ON FLOOR FROM CART	SHORT OF LINEN ITEMS ON THE CART	ITEMS IN THE WRONG SPOT
EXAMPLE					
March 27					
March 28					
March 29					
March 30					
March 31					
April 1					
April 2					



Improve

To eliminate non-essential items on the laundry cart to reduce the amount of linen dropped on the floor and the time wasted looking for linen by 80% which will reduce time and money loss.

Improve



Before

After

Improve

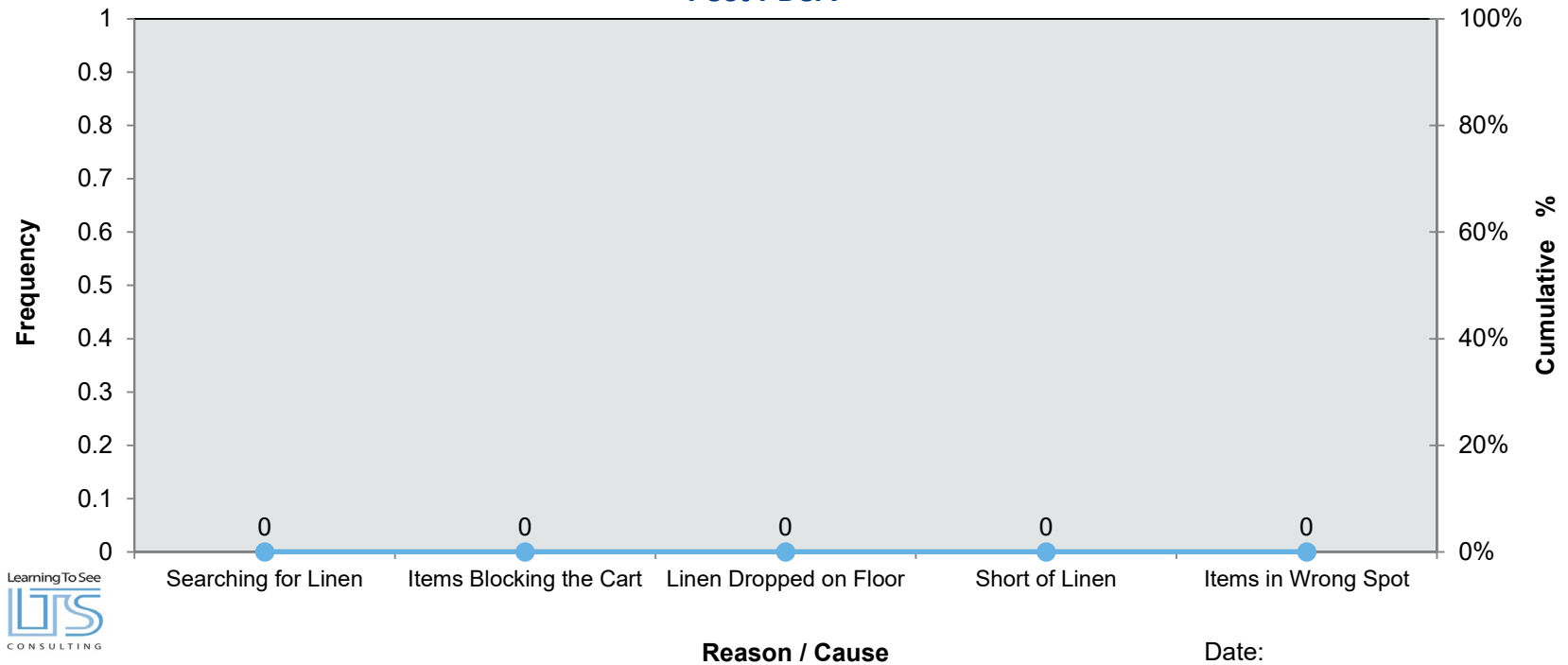


Before

After

Improve

Pareto Chart for C.A.R.T. Defects
March 20, 2019 to April 5, 2019
Post PDSA



Improve

- *The team estimated the timesaving at 47.5 hours per year following the 5S project.*
- *This time will be used for:*
 - *patient care*
 - *safety*
 - *connections and:*
 - *meeting the high level of standards Environmental Services follows to reduce the spread of nosocomial infections.*



Improve

“We aren’t getting as many calls from the unit” - Linen staff

“I love the look of the new cart. It looks neat and orderly” -Nursing staff

“This cart makes it a lot quicker and faster to get our linen supplies” - HCA

“When are we implementing this change to the rest of the carts!?” - Linen

Control

- Renovations to cart
- Labels, quotas, bins
- Pictures and color coding
- Daily checks

Lessons Learned

- Always/Never
- Visual analysis of the cart
- The importance of understanding the impact our work has on other departments
- Simple solutions are sometimes the hardest to realize.

Next Steps

- Spreading to all other units at BRHC
- Present to our Regional Environmental Services Team
- Mention who to contact.

The Team!

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