

A3 Report

Prepared by: Tanya McGregor and Monica Wiebe

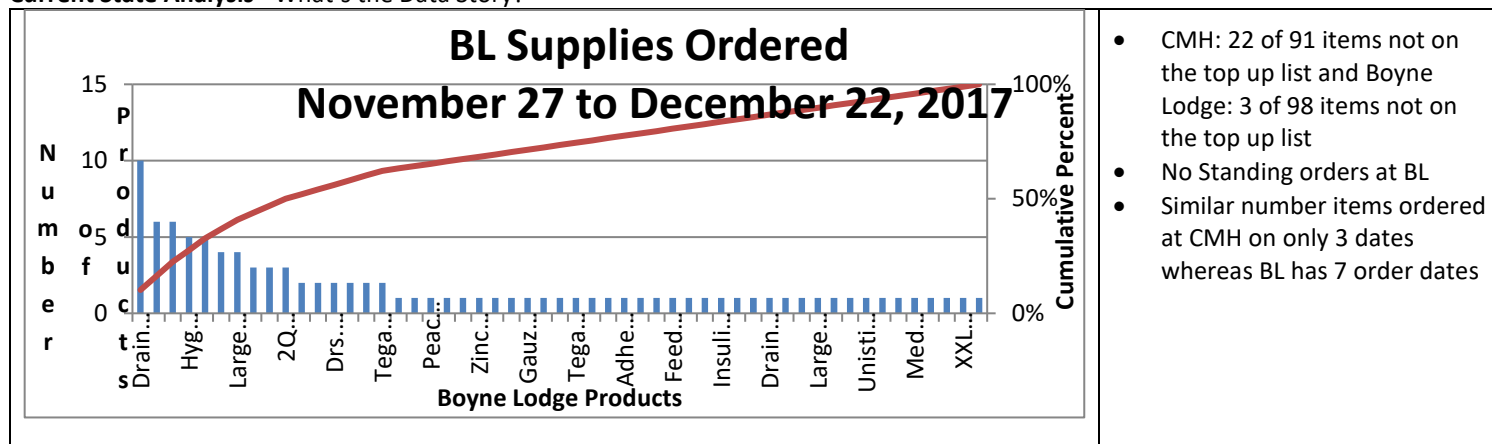
Project Details:

Division	SouthernHealth/Sante Sud	Branch	Boyne Lodge Carman Memorial Hospital
Project Name	Chain Reaction/Ordering Nursing supplies	Project Facilitator/Belt Level	Tanya McGregor Monica Wiebe Yellow Belt
Project Sponsor	Mary Heard	Project Team	Tasha Worms Suzanne Middleton Agnes Maddison Carolyn Fenny Mike Wlock Enid Sweeney Helen Hoepfner
Project Start Date	September 2017	Project End Date	June 2018

This project will focus on the ordering of Nursing supplies for Carman Memorial Hospital and Boyne Lodge. The goal is to create efficiencies designed to improve the effectiveness and the amount of time spent on the ordering process which in turn meets clients' needs plus allows staff more time to complete other tasks. It will involve a variety of team members who will play an important role in the success of this project.

Problem Statement: Our current ordering process has problems. This causes frustration and inefficiencies with staff due to lack of communication and inappropriate use of resources. This can ultimately affect client care resulting in delayed treatment or using the wrong product.

Current State Analysis - What's the Data Story?



Project Aim

By May 1, 2018 Boyne Lodge will reduce the numbers of orders by 40% and have at least 20 products on standing orders. By May 1, 2018 Carman Memorial Hospital will reduce the number of orders by 33% and have at least 6 products (OR and MDR) on standing orders.

Implementation Plan

PDSA – Brief Description	Date Implemented	PDSA – Brief Description	Date Implemented
Add to Pre-Admission Checklist – Are there any specific supplies/equipment that this new client requires. Speak to Seniors Lead to inquire/inform her of this information.	End of March 2018	Review current Top Up Lists and add/delete items as needed.	March 20, 2018
Investigate/Determine Standing Order Requirements. Complete a past history report for past standing orders.	March 20, 2018	Determine how often Top Up Lists should be reviewed – ex. Monthly.	March 20, 2018
Complete 5S in Nursing Storage Room at Boyne Lodge.	March 12-14, 2018	Educate on use of Top Up Lists.	March 20, 2018

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Controls Utilized

Fundamental Change	For both BL and CMH, the process of ordering has changed through the use of top up lists and standing orders.
Visual Control	CMH has color coding with KanBan system.
Standard Work	BL and CMH will use top up lists and standing orders to assist replacement staff while the main ordering staff are away.
Training	BL and CMH will provide education to staff on how the supply room and ordering system works. This education will include the layout of the room, how to find supplies and the process to request those supplies. This education could be added to the current education days. Scavenger hunts were also suggested as a fun way to instruct staff.
Continue to Measure	At BL and CMH, the 5S audit will be completed to ensure proper implementation.
Audit	At BL and CMH, the reviewing of top up lists and standing orders will be performed on a regular basis biannually and as needed. We will be looking at accuracy and any need to add or delete supplies.
Checklist	BL added the new admission question regarding equipment and supplies that are required for new admissions.
Written Sign	At CMH, the KanBan system is in place with signage including labeling areas on the shelving which identifies the supplies. A map of the storage room area listing the supplies and their placement is posted. A Supply Request Log by staff is kept. At BL, signage which includes the name and reference number for each item is posted on the shelves. A map of the storage room area listing the supplies and their placement will be posted. BL also keeps a Supply Request Log.

Outcomes – Qualitative and Quantitative Outcomes and Potential for Spread

Cost Savings	<ul style="list-style-type: none"> CMH/BL: The creation of standard work in the use of top up and standard orders will affect time and cost savings. BL: approximately \$1700 per year. As efficiency improves with standing orders more time could be saved. CMH: Unable to identify at the end of this project. Will continue to monitor.
Patient Safety	<ul style="list-style-type: none"> BL: Having the correct product available for new admissions BL/CMH: Not running out of certain supplies such as dressing supplies specific for certain patients/residents.
Cycle Time	<ul style="list-style-type: none"> The creation of standard work in the use of top up and standard orders will affect time and cost savings. BL: Standing orders will save approximately 1.5 hours per week = 78 hours annually. This will be redeployed into other activities that the Ward Clerk has difficulty attending too. CMH: Unable to identify at this time
Other	<ul style="list-style-type: none"> BL/CMH: More space available in stocking areas

Potential for spread:

- 5Sing filing cabinets, other supply and utility rooms and maintenance shops
- Creating a clean top up list for other areas such as housekeeping, administration
- Regional Logistics and Chain Management – sharing this project around the region
- Creating standing orders for other areas such as environmental or administration