

# A3 Report

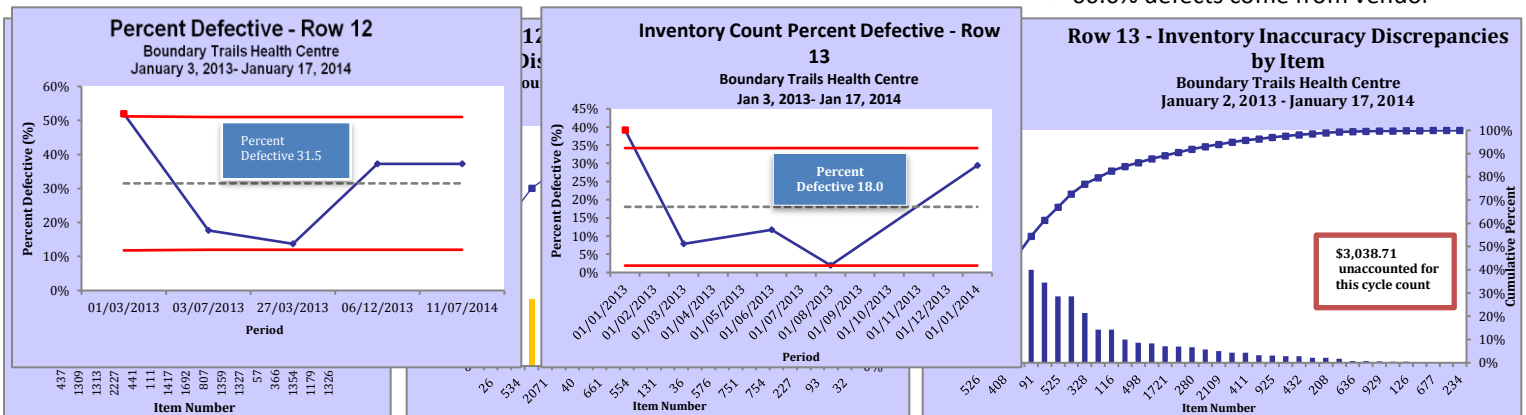
## Project Details

<b>Organization</b>	Southern Health – Sante’ Sud	<b>Facility</b>	Boundary Trails Health Center
<b>Project Name</b>	Count Accura	<b>Project Facilitator/Belt Level</b>	Allyson Friesen – Black Belt
<b>Project Sponsor</b>	Martin Montanti	<b>Project Team</b>	Bev Hamm, Matt Wilkinson, Kristen Siemens
<b>Project Start Date</b>	October 28, 2014	<b>Project End Date</b>	May 21, 2015

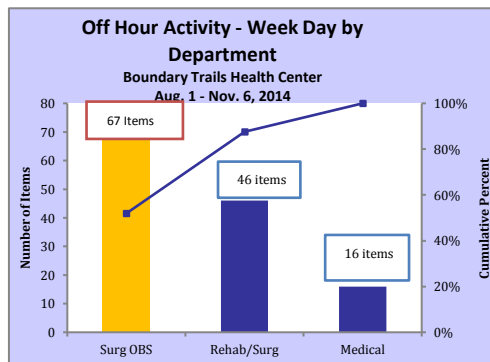
**Problem Statement:** *The current process of inventory management is not meeting the demands of the customer due to the inaccurate inventory control which can affect all customers’ ability to perform healthcare duties, as well as leaving the staff feeling like they are not performing to the best of their ability.*

## Current State Analysis - What’s the Data Story?

- Back order cycle time has significant variation due to off hours activity and unaccounted for inventory dollars.
- Row 12 Inventory count percent defective ranges from 14 to 51 and row 13 ranges from 2 to 40.
- 66.6% defects come from vendor



backorders



## Project Aim

The aim of this project is to reduce inventory inaccuracies and defect rate, to not exceed 50%.

## Implementation Plan

	PDSA – Brief Description	Implementation Date
1	Communicate with CSM and front line staff regarding top up list compliance	April 13, 2015
2	Eliminate off hour access by installing keyless pad access lock	April 13, 2015
3	Cycle count for row 12 & 13 for 4 weeks	April 13, 2015
4	Establish regional standards of warehouse management	April 15, 2015

## Controls Utilized

<b>x Fundamental Change</b>	Restricting access to department during off hours
<b>x Visual Control</b>	Instructional signage posted outside the department
<b>x Training</b>	Facility education with leadership – will be ongoing
<b>x Continue to Measure</b>	Ongoing cycle counts to ensure accurate inventory
<b>x Checklist</b>	Top up lists for units have been revamped
<b>x Written Sign</b>	Sign out sheet for goods required immediately

## Outcomes – Qualitative and Quantitative Outcomes

- Row 12 percent defects decreased 84.44% and Row 13 decreased 91.11%
- Off-hour requests decreased by 74.07%
- Row 12 cycle counts variation reduced by 93.3% and Row 13 cycle count variation was eliminated.

