

Organization	Southern Health/Santé Sud	Facility	St. Claude
Project Name	Law and Ordering	Project Facilitator/Belt Level	Myrna Dalrymple & Aleasha Whenham/Yellow Belt
Project Sponsor	Debbie Harms	Project Team	Kristine Hannah, Bev Hamm, Nicole Comte, Michelle Dequier, Claudette Dupasquier, Lisa Breland, Carla Olusola
Project Start Date	February 25, 2016	Project End Date	August 11, 2016

Problem Statement

The current process for inventory management is inefficient, time-consuming, wasteful and costly which lends itself to delays for the home care team to perform optimal client care. There is ambiguity with regards to roles of the team, the process and accountability.

Current State Analysis - What's the Data Story?

- The largest amount of time in the cycle is picking supplies off shelves. (4.37 minutes)
- The second largest amount of time in the cycle is due to delays or interruptions. (approximately 4 minutes).
- The most frequent defect was staff /family stopping to talk with the nurse. This may be due to the location of the supply room as there are more opportunities for interruptions.
- If a nurse (RN Nurse II at level 5) was to access supplies daily, the interruptions or delays account for about \$1013.24 per year. In this situation, the nurse accessed the room every other day on average when she was scheduled.
- Keep in mind that this is a limited sample size and there is variability in the number of clients over time.

Project Aim

Decrease cycle time and interruptions by 50% by June 20, 2016.

Implementation Plan

	PDSA – Brief Description	Implementation Date
1	Create a top up list	May 3, 2016
2	Organize the space in a new location (supply closet)	May 17, 2016
3	Develop a process and communicate it.	May 3, 2016

Controls Utilized

<input type="checkbox"/> Fundamental Change	Moved the storage area to a different area. It is owned by home care in terms of maintaining the space and ordering. No one else has access.
<input type="checkbox"/> Error Proofing	
<input type="checkbox"/> Visual Control	Labeling of supplies for each bin is in place.
<input type="checkbox"/> Standard Work	Top up list with minimums and maximums. Written process for ordering supplies and maintaining the supply space.
<input type="checkbox"/> Training	Education being done about the correct treatment for specific wounds (clinical and cost effectiveness).
<input type="checkbox"/> Continue to Measure	Complete cycle times one more time and then determine in 6 months (February 2017) whether future cycle times need to be measured.
<input type="checkbox"/> Audit	Audit of the space once a month to see if all products are in their correct spots as per the diagram and is there an overabundance of product? Are there products on the floor? Are there excess supplies stored in other areas. Regular cycle counts.
<input type="checkbox"/> Checklist	Top up lists.
<input type="checkbox"/> Policy & Procedure	Procedure established for the supply ordering process
<input type="checkbox"/> Written Sign	Procedure established for the supply ordering process

Outcomes – Qualitative and Quantitative Outcomes

Quantitative Outcomes

Cycle time for time in the building was reduced by 6 minutes (60% improvement)

There was a reduction of 16 interruptions/delays (80% improvement)

The Aim statement has been met as the overall cycle time improved by 60%.

* Results should be interpreted with caution due to limited data points

Qualitative Outcomes

“I feel a little less stressed because I know I can just run in and out. Even if someone says hi you can say hi in passing”

“You feel like you have your own space”

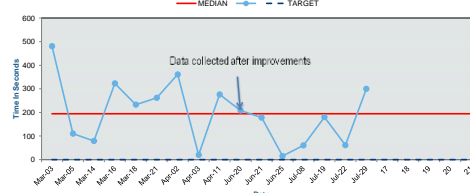
“It’s nice because I’m more confident that I know what should be there”

“There is a greater sense of control”

“When I left Notre Dame I wouldn’t know what supplies were in the home in a St. Claude client’s home. I would take some supplies ‘just in case’ but now know I can go to the St. Claude office if a supply is needed”

Analyze/Improve Time to pick supplies

Run Chart for: time for Nurse to pick supplies March 3rd to July 29th in St. Claude (Start of project to end of project)



Analyze/Improve Time nurse was in the building

Run Chart for: time Nurse was in the building March 3rd to July 29th in St. Claude (Start to Finish)

