

# Project Charter

Project Details			
Region/Agency:	Southern Health-Santé Sud RHA	Facility:	St. Claude Health Centre
Project Name:	Rub A Dub Dub	Project Sponsor:	Cheryl Harrison
Project Start:	August 10, 2012	Project Lead:	Mary Heard
Team Members:	Vera Antoine, Sheila Dheilly, Janice Chevrier, Jacqueline Middleton, Lucille Sinclair		
Problem Statement / Opportunity			
The current process is insufficient due to an increase in heavy client care which has increased workload poundage and makes the workload overwhelming for staff and produces anxiety in clients.			
Background / Context			
Customer dissatisfaction, increased poundage, increased cost and shortage of supplies.			
Current State Analysis and Measures			
<ol style="list-style-type: none"> <li>Patterns identified in process mapping which were utilized to measure: use of washing machine &amp; dryer; looking, sorting, folding &amp; stocking behaviours in laundry or in facility; missing items for HCA's to complete work.</li> <li>Use of the 3 washing machines &amp; 3 dryers showed lots of variation in how &amp; when it was used.</li> <li>Looking for laundry to access enough clothes /linen to wash a full load took 18 minutes every 2 weeks or 36 minutes every month.</li> <li>Sorting laundry showed lots of variation in when &amp; why it was being done. Sorting happening at end of process. Policies for Infection Control not being used resulting in more sorting behaviour than required.</li> <li>Folding laundry showed lots of variation in both when &amp; how long it took to complete task.</li> <li>Stocking shelves were managed differently between PCH &amp; TCU.</li> <li>Missing linen was measured in PCH/TCU. Brown face cloths were the item missed most. It was missing 7 x's over a 2 week period.</li> </ol>			
Aim Statement (Future State)			
<p>Reduce foreign objects in personal laundry by 50 %.</p> <p>Reduce amount of paperwork in collecting data about foreign objects by 50% by revamping the form used to collect data.</p> <p>PCH to be stocked with brown face cloths accurately 80% of the time.</p> <p>Sheets for PCH/TCU will stop being folded 100%</p> <p>Laundry Workers will stop looking for laundry 100%</p> <p>100% reduction of stocking for laundry workers in TCU.</p> <p>90% reduction of stocking for laundry workers in PCH.</p> <p>HCA's will follow policy 100% in managing contaminated laundry</p> <p>Laundry workers will have standardized work routines 100%</p>			
Improvement Ideas Discussed			
P	<p>8 = Foreign objects in washing machine; collect in jar, put all items in jar &amp; show staff</p> <p>2 = Stop looking for laundry!</p> <p>1 = Standardizing brown face cloths on PCH</p> <p>5 = Folding: fitted sheets and bags don't need to be folded. Action: don't fold fitted sheets - don't fold bags</p> <p>3 = Stocking linen – different process on each floor. Standardizing use of black cart for each floor.</p>		
A	<p>6 = Sorting Bags: clients with MRSA – standardizing the sorting work required by HCA's for personal clothes in their rooms</p> <p>7= Standardizing loads into machine: type of load (bibs, blues, linen, personal) and in what machine. Creating job procedure which is standard for both Laundry workers.</p>		
E	<p>4= Mending – who/cost/efficiency – more data required before a PDSA could be completed</p>		

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## PDSA Cycle Implementation Plan

What	Who	When	Outcome
PDSA #1 <b>Foreign Objects</b> in personal laundry	Team	Nov 26- Dec 8, 2012	Reduced foreign objects being laundered
		Feb 11 – Feb 24 2013	Anticipation of further reductions
		March 4 - 16, 2013	Maintenance of reductions <b>Completed.</b> Over 50% reduction.
PDSA #2 <b>FOREIGN MATERIAL REPORT</b>	Laundry Workers/Housekeeping Lead	March 15, 2013	Foreign Material Report will be SHINED! Savings in Laundry Worker's time anticipated as documentation will be reduced. <b>Completed.</b> Report shined and over 75% less comments on report.
PDSA #3 PCH <b>stocked</b> accurately with brown face cloths	Team	Nov 26 – Dec 8, 2012	<b>Completed</b> – data indicated enough Brown Face cloths available for the work
PDSA #4 Laundry workers will stop <b>folding</b> bags & fitted sheets	Laundry Workers	Feb 4 – 16, 2013	11.96 hrs saved over 2 weeks
		March 4 – 16 2013	<b>COMPLETED</b> 13 hrs 56 mins saved over 2 weeks
PDSA #5 Laundry Workers will stop <b>looking</b> for laundry	Laundry Workers	Jan. 25- Feb 8, 2012	<b>COMPLETED</b> 18 mins saved over 2 weeks
PDSA # 6 Laundry Workers will stop <b>stocking</b> linen and personal laundry.	Laundry Workers	Feb. 4- 16, 2013	<b>COMPLETED</b> – 4.3 hrs saved over 2 weeks
PDSA # 7 HCA's will follow policy in managing contaminated laundry <b>(PDSA: SUPERBUG )</b>	HCA's	March 4-16, 2013	Anticipate further reductions in Laundry Workers time as steps to sort will be reduced in this area – sorting to occur at point of contamination <b>COMPLETED</b> 1 hr 31 mins saved over 2 week period

## Control and Follow-up Plan

- Foreign objects will be monitored through the data collection sheets which will be sent to me for 6 months
- This writer will visit St. Claude at 3 & 6 months & check the linen closets to ensure that bed sheets are not folded
- Housekeeping Lead to ensure compliance with changes. Writer to check with housekeeping lead at 3 & 6 months for compliance.

## Insights

- Enjoyed & learned lots from Whitebelt training
- Communication board important for feedback & communication. Play games with the board. Use it interactively.
- Pleased with how brainstorming works. A little skeptical in the beginning of its potential by the team – but worked great!
- Increased communication between departments
- Not an easy journey but a worthwhile one!

## Project Timeline

Project Start	Define	Measure	Analyze	Improve	Control	Project End
August 10, 2012	September 12, 2012	September 12, 2012	November 20, 2012	November 12, 2012 January 18, 2013 January 24, 2013 Feb 26, 2013 April 3, 2013 May 17, 2013	Sept 2013 Dec 2013	Dec 2013