

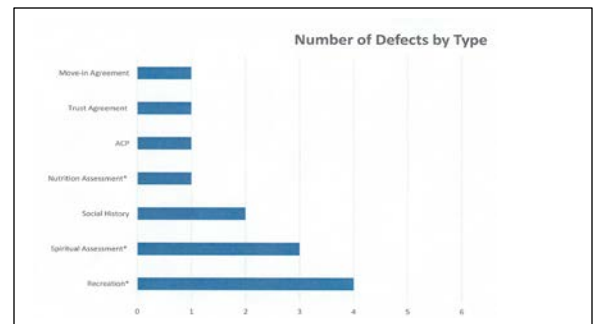
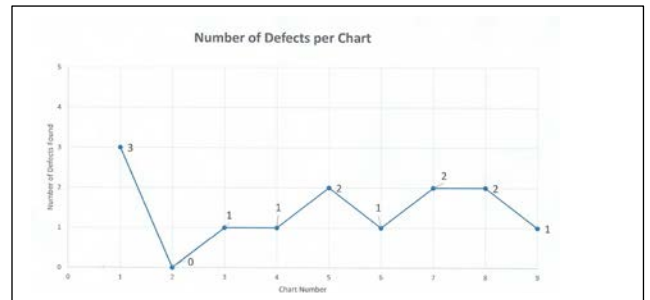
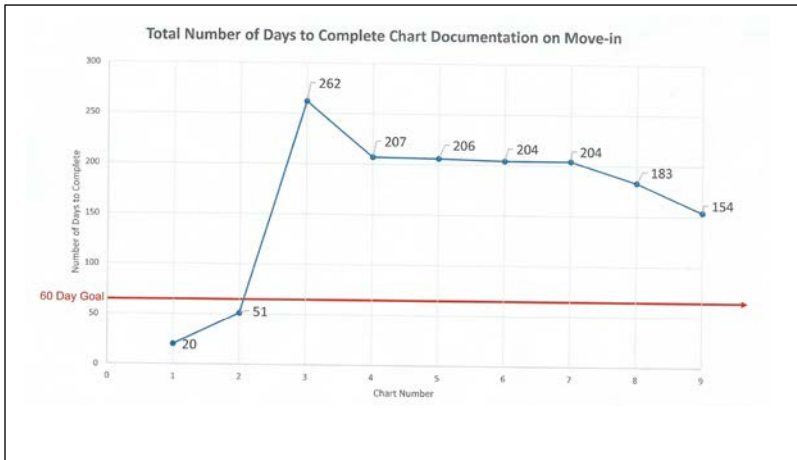
## Project Details

<b>Organization</b>	Southern Health-Santé Sud	<b>Facility</b>	Menno Home
<b>Project Name</b>	Smooth Movers	<b>Project Facilitator/Belt Level</b>	Lisa Martens/ YB
<b>Project Sponsor</b>	Heidi Wiebe	<b>Project Team</b>	Tannis Nickel, Krista Driedger, Dave Claringbould, Len Hart, Janella Friesen, Irene Plett, Gwen Wiebe, Tina Doerksen
<b>Project Start Date</b>	November 13, 2018	<b>Project End Date</b>	May 6, 2019

## Problem Statement

Our current move-in process is disjointed, influenced by both internal and external forces. This negatively affects staff creating stress and diverting energy away from the elders and their families preventing the process from being person-centered.

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



## Project Aim

We will accomplish 100% completion of the move-in process within the goal of 60 days for all elders moving in up to June 30, 2019.

## Implementation Plan

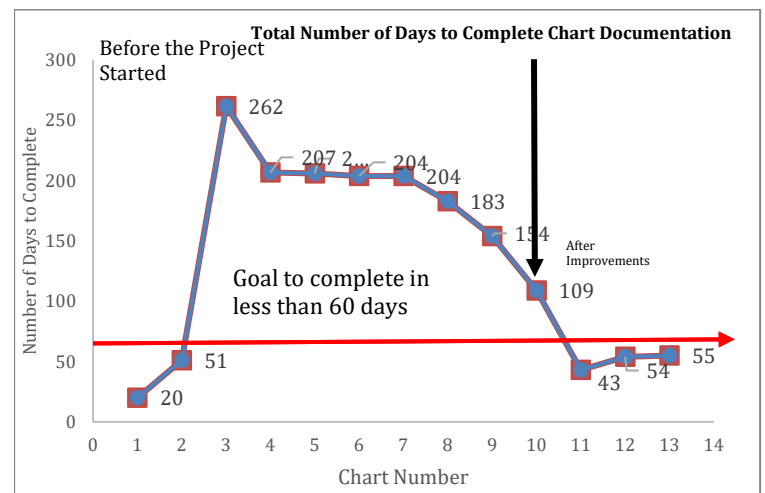
	PDSA – Brief Description	Implementation Date
1	5S forms and move-in checklist that are part of the move-in process	Dec 21, 2018
2	Review the policy for move-ins and create a multidisciplinary check list for the entire process	Dec 19, 2018
3	Educate staff on changes and keep communication flowing through the shift to shift report as well as the weather forecast	Ongoing

## Controls Utilized

<b>X Fundamental Change</b>	Old forms removed when changed cannot go back
<b>X Error Proofing</b>	Forms in order of check list, all steps necessary outlined on the list
<b>X Visual Control</b>	“Hub” Central location for move-in materials, “road map”
<b>X Standard Work</b>	Check list to follow same for all move-ins
<b>X Training</b>	Staff huddles
<b>X Continue to Measure</b>	Audits will continue until December 31, 2019 to have a full year of data
<b>X Audit</b>	5 Minute 5S for check list completion
<b>X Checklist</b>	Pre-Move-in Checklist for all disciplines and post move-in checklist for required paperwork
<b>X Policy &amp; Procedure</b>	Review, update and communicate existing policy
<b>X Written Sign</b>	Quality Board bringing attention to the project

## Outcomes – Qualitative and Quantitative Outcomes

- We measured 4 charts for elders moving in from January 1- March 7, 2019 and noted **there was a huge improvement as 3 out of 4 were 100% complete and on time.**
- Out of the 4 charts that were examined retrospectively for defects it was found that **3 out of 4 were complete with no defects (75%) an improvement from just 11% on first measure**
- The average number of days it took to complete all required documentation with this **measurement was 65 days versus 163 days when we first started.**



## “One Liner” Summary Description

In making simple changes and reorganizing the paperwork for the move-in process, it has become easier for staff to work with, it is faster and there are less errors and waste.