

Project Details

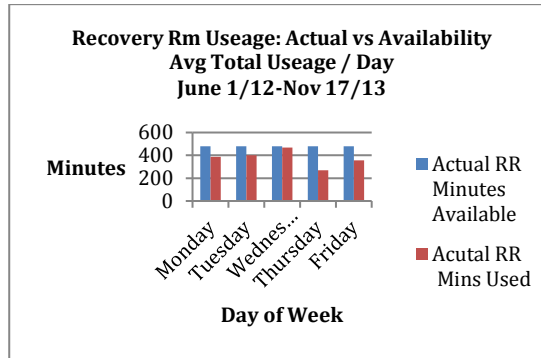
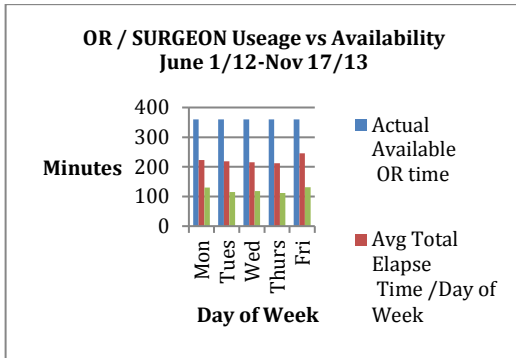
Organization	Southern Health-Santé Sud	Facility	Carman Memorial Hospital
Project Name	The Cut Above	Project Facilitator/Belt Level	Mary Heard M.S.W., R.S.W., Director of Health Services, Carman Black Belt Candidate
Project Sponsor	Cheryl Harrison, Executive Director Southern Health-Santé Sud	Project Team	Dr. Gerry Clayden, Dr. Kris Roberts, Beth Faux, Eileen Vodden, Marie MacLean, Tammy Rodquinox, Audrey Klassen, Heidi Russel, Mariotte Vandersteen, Charlotte Fehr, Mariette Vandersteen, Mary Heard
Project Start Date	Sept 19, 2013	Project End Date	September 4, 2014

Problem Statement

Long waiting lists and inefficiencies in Carman Hospital Operating Room (Southernhealth-Sante-Sud) is frustrating for patients, staff – including nurses and doctors.

Current State Analysis - What's the Data Story?

- 82% of surgeries were Elective; 12% were Urgent;6% Emergents
- Top 6 surgeries are: 1. colonoscopy with/without Biopsy/Polypectomy; 2. gastroscopy/esophagogastroscopy; 3. colonoscopy & esophagogastroscopy; 4. colonoscopy for screening; 5. hernia, inguinal repair/femoral (unilateral or bilateral); 6. cholecystectomy, laparoscopic



Project Aim: To understand process and find efficiencies in Slating Office – the front end of the patient OR journey

Implementation Plan

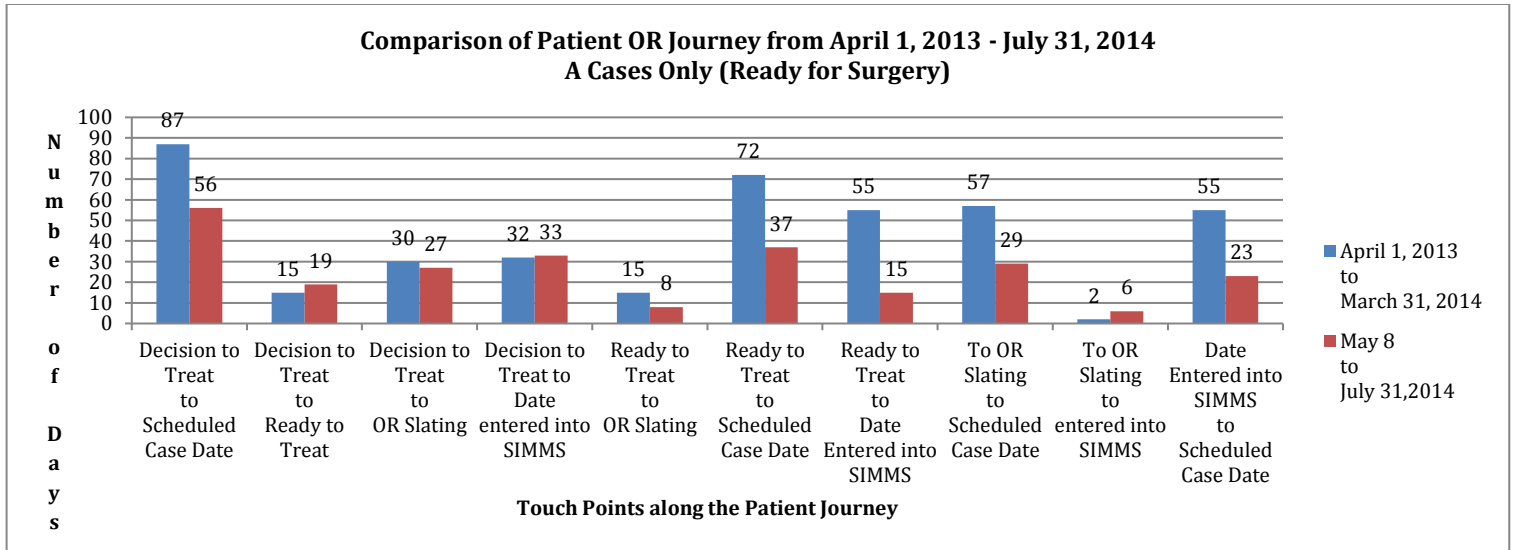
	PDSA – Brief Description	Implementation Date
1	Review slating data for potential improvements.	Slating data review completed & resulting in change of phone system.
2	Change phone system into slating office as a way to minimize number of phone calls.	Process in place to change system. Change in phone systems to begin Sept. 15, 2014. New phones and fax line being ordered.
3	Propose 2 nd person for the future in MDR on scope days to minimize the movement that occurs between the different areas in MDR.	Future consideration. Information will be forwarded to CSM of hospital & ED of area by Sept. 15, 2014
4	Doctor on call is sometimes in the OR. Patient Safety Issue.	Ongoing monitoring presently in place. Results to be reviewed at PCC meeting every 2 nd month.

5	Overhead paging system calling "Nurse to Recovery Room" is anxiety provoking for patients. Review alternative options.	Accessing pt /family cell phones in use. Change effective immediately.
6	Answer question: are housekeepers allowed to enter OR after being in a room that require precautions?	Being reviewed both at CMH & regionally at Environmental mtg. Review already in place.
7	Review RN's role in the OR.	Forward information to Regional Surgical program by end of August, 2014.

Controls Utilized

X Fundamental Change	Telephone journey will change for all. Automated system will be utilized. System reviewing how housekeepers manage infection control issues in OR.
<input type="checkbox"/> Error Proofing	
<input type="checkbox"/> Visual Control	
X Standard Work	Nursing accessing cell phone numbers to connect with families. Change documented in Instruction Sheet
<input type="checkbox"/> Training	
<input type="checkbox"/> Continue to Measure	
X Audit	Utilizing for managing role of physician in OR/ER
X Checklist	Utilizing cell phones being placed in Instruction sheet for "O-PEE-D" Lean project
<input type="checkbox"/> Policy & Procedure	
<input type="checkbox"/> Written Sign	

Outcomes – Qualitative and Quantitative Outcomes



***31 day difference in a patient's OR journey between the averages in the 2 test periods.**