

Friday, March 31, 2017

Using mapping to manage a better solution



Members of the Utilization Management team share their current processes and discuss opportunities to improve so patients receive better care

Over the course of the last two weeks, the Utilization Management team conducted sixteen hours of mapping in order to improve how each member of the team communicates about patients being admitted and discharged. The Utilization Management team is made up of a Manager at each campus, an Emergency Department Utilization Manager at each campus, Utilization Nurses on each unit, and After Hours Managers. Together, this team is responsible for coordinating patient care so that patients do not spend any longer in hospital than they should.

The mapping session uncovered numerous opportunities for the team to improve, including building in set times to share information each day, better utilizing the Vibe information system, and standard reporting between the After Hours Manager and the Utilization team during regular hours.

Sustaining success

At last week's Monday Morning Huddle the inpatient units reflected on their 5S experience and how it has helped to decrease the number of hospital acquired infections (HAIs). For the past 9 consecutive weeks the reported infections were below target for the Critical Care Program at Met Campus and 7 Medical at the Ouellette Campus.

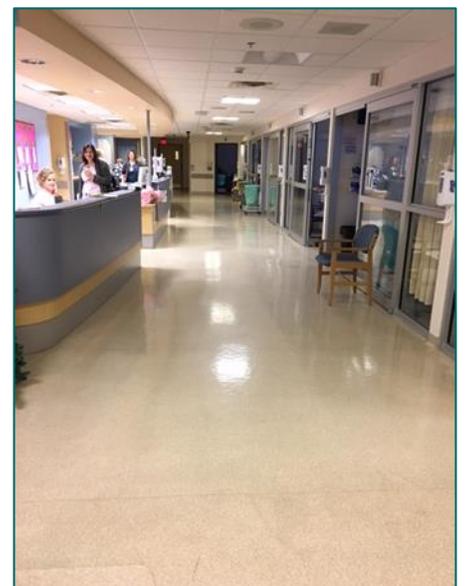
Maria Bako, Clinical Practice Coordinator for Critical Care at Met stated, "You can't clean what you don't see". Jennifer Nadalin, CPM from 7 Medical agreed and said "The front-line staff members have been doing a great job to reduce HAIs and keep our unit clean and organized".

Along with cleaning the work areas and standardizing equipment locations, 5S has shown an improvement in time nurses spend at the bedside from 32% to 38% a day and decreased the amount of time nurses spend in wasted motion such as looking for equipment from 14% to 6%. All units that have been involved with a 5S have been Sorted, Set, Shined, Standardized and now need to be Sustained. Keep up the great work!

Have a great weekend!

The SOP Team

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Met Campus ICU after being Sorted, Set in order, Shined, Standardized and Sustained (5S)