

July 2009

Lean Six Sigma Helps South Seminole Hospital Trim Up

South Seminole Hospital is about two-thirds of the way through its “100 – Day Workout” as part of Lean Six Sigma. Lean Six Sigma is about working smarter and more efficiently and offers a process used by leading edge companies around the world to identify ways to improve quality through enhanced business processes.

“These are exciting times for change at South Seminole Hospital as we work together to become a leaner organization, while never sacrificing quality patient care,” says Bob Snyder, chief operating officer, South Seminole Hospital. “The bottom line is to eliminate waste, which will result in cost savings and greater efficiency. Our goal at South Seminole Hospital is to find \$1 million or more in savings without compromising quality or patient safety.”

So how are we doing? Here is a sample of the process changes submitted so far:

- Excess inventory and par levels have been reduced.
- Guest Services and Behavioral Health began utilizing bus passes, reducing the use of taxis.
- Radiology has partnered with Pre-Admissions Testing to bring EKG testing to the patient, instead of the patient having to travel to Radiology.
- Patient Business is performing 100 percent bedside registration in the ED, taking the service to the patient and eliminating process times.
- Med/Surg has substituted clear drinking mugs for carafes with jackets.
- Medical Records has moved from a manual process to an electronic process for birth certificate completion, saving both paper and processing time.

During our quality waste recovery “100-Day Workout” we have asked each manager and their teams to identify a minimum of eight ideas that focus on quality, waste reduction, and cost savings. The keys are to identify barriers to quality care, and eliminate elements that hamper or fail to improve patient and staff satisfaction.

How can you find “quality waste?” Here are a few ways:

- Eliminate things that are not used
- Standardize processes where possible
- Recycle, reuse or substitute
- Minimize hand-offs
- Adjust to peak and valley demands
- Reduce setup or start up times
- Move steps in the process close together
- Find and remove bottlenecks
- Match staffing to demand and even shape demand



HIM analysts Julia Padgett and Marie Jean-Louis demonstrate the new online birth certificate program which will greatly streamline the birth certificate process.

“The leadership team recognizes that team members are the experts in their areas,” says Bob. “We want to encourage everyone to get involved in shaping our culture of working smarter and more efficiently. We have identified many quality waste ideas but there are still many more opportunities out there. We appreciate everyone’s contributions and look forward to exceeding our \$1 million goal.”

If you have ideas or want more information on to participate, please contact your manager.

In Sight can be viewed on *SWIFT* by clicking on “News and Events,” scrolling down to “South Seminole Hospital *In Sight*,” and clicking on the most recent edition.

TEAM MEMBERS SLAM DUNK MAGNET MAGIC COMPETITION

Orlando Health team members recently participated in a challenge to match the Orlando Magic basketball players and coaches to the 14 forces of magnetism based on the players' performance in the NBA playoffs and finals. Team members with the most correct matches received a basket full of Orlando Magic gear and memorabilia. First place winner at South Seminole Hospital was Susan Christy, RN, Surgery, followed by runners up Biljana Baltic, Laboratory, Diane Strembicki, Surgery, and Cheryl Miller, Surgery.

SOUTH SEMINOLE HOSPITAL TO OFFER PERMANENT PACEMAKER INSERTIONS IN CATH LAB

In an effort to improve patient and physician satisfaction, effective, Monday, August 3, 2009 South Seminole Hospital will begin performing permanent pacemaker insertions in the Cath Lab. This change will allow patients to receive the very highest level of quality care in one convenient location. "We strive to do everything possible to provide the services our patients need in a manner that is convenient to them," says Kristen Hickey, imaging manager.

AMERICAN HEART WALK CALENDAR OF EVENTS



Orlando Health Night at Dexters • Tuesday, August 4

Dexters in Lake Mary will host Orlando

Health Night on Tuesday August 4 from 7 - 11 pm featuring dancing, music, prizes and gift tickets. Music provided via a live D.J. will begin at 9 pm. All South Seminole Hospital team members are invited, and proceeds will benefit the American Heart Walk.

Parents' Night Out • Friday, September 18

Start planning now for Parents' Night Out! Hospital leadership is offering a child sitting service in an effort to raise money for the American Heart Walk. For \$25, children ages 3-12 (must be potty trained) will enjoy an evening of activities and snacks. Children may be dropped off at 6:30 pm and picked up at 11:00 pm. For more information or to reserve your spot, contact Guest Services at 321-842-6215.

Garage Sale • Wednesday, August 19

Have old items in your closet? Enjoy garage sales on Saturday morning? Start planning now for the South Seminole Hospital garage sale. The sale will be held on Wednesday August 19 from 7 am to 3 pm in the Behavioral Health Gym, and all money raised will benefit the American Heart Association. To donate items to the sale, please contact Julie Kennedy at 407.981.7065.

"Change of Heart" Program

The Expressive Therapy team has developed the "We've Had A Change of Heart" program to benefit the American Heart Walk. Team members can pick up small or large heart boxes on Monday, August 3rd from 11:00 am to 1:00 pm in the cafeteria. Fill your heart box with change acquired from your ever day life and bring it to the cafeteria each Wednesday starting August 12th to empty your heart box. Team members will be awarded their choice of 1 gift (small box donation) or 3 gifts (large box donation) and their name will be entered into a drawing by chance for a grand prize at the end of the Heart Walk campaign. The "Change of Heart Program runs from August 3rd to October 3rd.

Teri Fisher Selected as Champion of the Second Quarter

Teri Fisher, lab customer support rep, has been selected as South Seminole Hospital's Champion of the second quarter. She has worked at South Seminole Hospital since August 2000, and is known among colleagues as a team member who goes above and beyond assigned duties, facing change with enthusiasm and creativity, and implementing many process improvements.

"Teri is someone who embraces change, recognizes its potential for improvement, and is at the ahead of the curve with new processes," says Julie Boone, laboratory site manager. "The lab is fortunate to have many excellent phlebotomists who are recognized by our patients, and Teri has received her share of positive feedback from both team members and patients. We are lucky to have her as part of our team."



Teri Fisher, lab customer support representative and Champion of the second quarter together (pictured middle above) with Phyllis Byles, chief nursing officer and Bob Snyder, chief operating officer.

Magdalena Beltre, MD, Offers Medically Supervised Weight Loss Program



Dr. Magdalena Beltre offers medically supervised weight loss programs and laser treatments for acne, sun spots and hair removal? Dr. Beltre is a board certified Internal Medicine physician practicing in family medicine. Strong moral values and beliefs are essential in the way she treats patients, making them feel welcome and at ease in a comfortable environment. Dr. Beltre is a HealthChoice provider and is currently accepting new patients. The office conveniently located in the 521 Building with same day appointments available. For more information please call 407-339-2910.