

Journey to Excellence

On Aug. 30, we began the first leg on our Journey to Excellence utilizing the principles of Lean Six Sigma. (*Journey: trip or passage from one place to another*). By definition this is not a project but a continuous process to achieve excellence and Best Practice in everything we do.

On Dec. 13, we celebrated the completion of the first leg of our Journey. We have learned how to eliminate waste and use the resources that result to accommodate future growth. Your accomplishments include identifying \$7 million in waste reduction opportunities and streamlining processes to improve quality. During the last 30 days, directors concentrated on implementation of ideas developed during this 100-day period.

In early January, we will move onto the next “wave,” so watch for more information on the second step of our “journey” to excellence.

Pediatrics/Women’s Services improves patient processes

Kudos to the staff of Pediatrics/Women’s Services for achieving all of their Lean Six Sigma projects well before Dec. 1! The most significant savings was achieved by decreasing the time spent in nursing shift-to-shift report. The nursing committee looked at the process, which took an average of 30 minutes per day because the department had been taping reports. They have changed to face-to-face reporting and now it takes an average of 10 minutes per nurse to accomplish the same process.

Other projects included:

- ▲ Discontinuing dual ECO-LAB and HAZMAT education for TAs
- ▲ Removing items from two Omnicells that have not been used in 9 months
- ▲ Combining multiple chart audit tools into one tool
- ▲ Handing over processing of birth certificates and paternity papers from RNs to BAs in LDRP
- ▲ No longer stocking OB admission packs for Caesarean sections on the floor and instead retrieving them from LDRP
- ▲ Decreasing floor stock of specialty formula
- ▲ Cross-training Tower 2 RNs to decrease agency use on Pediatrics
- ▲ Partnering with LDRP to borrow blood bank/cross tubes to prevent waste due to expiration.
- ▲ Changing process of posting QMI printout in infant chart.



Official visit

U.S. Sen. Jon Kyl, R-Arizona, (left) listened to issues of concern to Lillian Muzyka, M.D., during a recent quick stop at YRMC during his swing through Yuma. Physicians were invited to meet with Kyl, who is a strong supporter of healthcare issues, such as tort reform.



Up and running

The new computer lab at Corporate Center is now open for business. So where are the computers? The monitors are set below the glass in the desk, which opens up the top as usable space. The keyboards tuck away when not in use.