BBT QCN Process

Description: The BBT QCN (Questions, Comments, Needs) process is the standard method in which end-users (clinicians) request changes to active BBT Nodes (the voice of the customer).

Related: Form #3007 – BlueBin Daily Health Audit Process

Procedure:

1. Area user fills out QCN (hanging in BBT Node) and places the completed form in "Completed QCN Forms" bin.

2. Clinical Lead or Dept Manager collect forms regularly and as deemed appropriate.

3. Clinical Manager reviews and evaluates requests:
    a. If rejected, Manager informs the requestor explaining why the request was rejected
    b. If approved, Manager forwards the request to the BlueBin Lead (delivered via email, interoffice, or other)
    c. QCN forms are not collected by the BlueBin team. The clinical dept leads/manager is responsible for properly routing requests.

4. BlueBin Program Lead reviews request. If critical information is needed, Lead will contact the originating clinical manager to either gather the missing information or reject the request.

5. Once in order, the BlueBin Lead will enter the request information onto the QCN Tracker (shared drive).

6. Requests are processed by the program Lead and/or BlueBin team on a first come, first serve basis unless the request is urgent and requires immediate attention.

7. Once completed, BlueBin Lead will send an email to the originating clinical manager explaining that the request has been completed and closed.