Healthcare Performance Improvement

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Agenda

- My journey into healthcare
- A brief overview of my healthcare work
- Connection b/w mind & heart, body & soul
- Some practical examples
- What can I do today



Crossroad

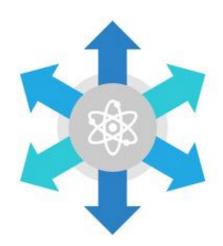


Spojená škola Tvrdošín

"Neučíme sa pre školu, ale pre život."









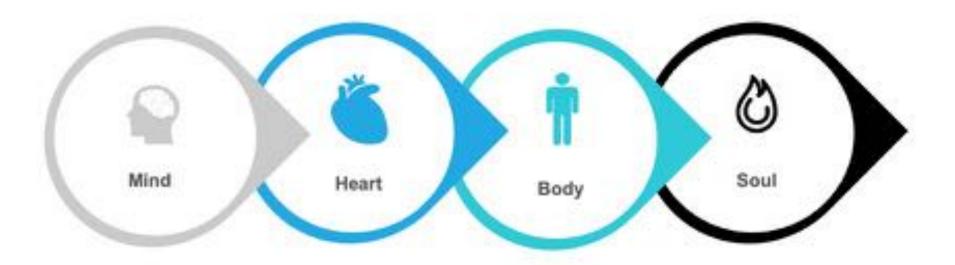




Timeline



Holistic Approach



Reactive work assignments | 1/2



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Product Description / Quality System		rotec Process Gepabl t #100-580-4	Sty (Length Dim	CAR Initiation Date	10/11/06	
Commission Colored	- 0	AR Source		helded Blok Same	newst .	
Management Review b Quality Review Board Complete No. MCR No.	Seeing (QR3)	CAPA System Re Department Mans Other;	oviovi v. No. + 3 aponest	NA. RI		
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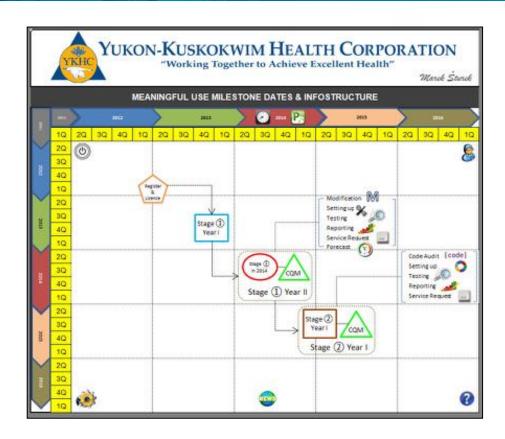
Reactive work assignments | 2/2

Problem Statement		Project Y	Path Y's (If needed)			
	nond coater, Di-Coat Corp., are below 96% PSS' ability to meet customer demands	Production yield Rolled Throughpu (PY>97%)				
Project Goal		Scope	_			
Increase diamond coating yiel August 2011	ds at Di-Coat. Corp. to greater than 97 % by	Scope includes: Diamond coating process through receiving inspection at Med Scope excludes: Transit, stem material, Meditionic packaging. Do not harm: Dimension of the product, durability of diamond coating.				
Resources		Business Impact ar	nd Benefits			
Project Team - Julie Mouzakis - Richard Castellanos - Glenn Volley - Marek Sturek	Support Leam: • Kriste Hughes (MSB) • Ress Smith (PO, SSBB) Saakeholders: • Teny Kright (CH) • Dan Robinson (VSM)	Schedule: -Project start date: January, 2011 -Estimated project completion date: August, 2011 -Estimated date when benefits will begin: June, 2011 Benefits: Haid savings: Estimated MPSS's scrap cost of \$41K, Di-Coat's cost \$3 NCR scrap cost of \$5K. Soft savings: Reduce non-conformances, reduce rework. Other benefits: Strengthen partnership, Documented process controls				

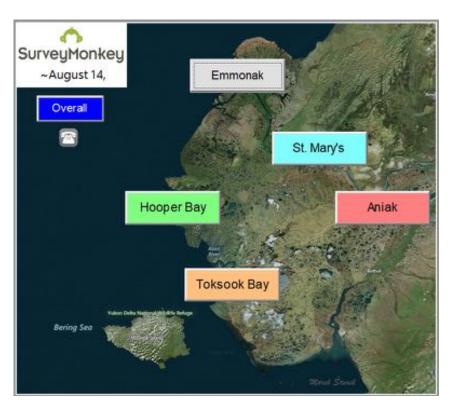
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	П	1066	4.684	1305	Curriti () () () () () () () () () (
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(4.65)		Di-Coat I	Coop. Savings	Meditorio Inc. Saving				
Swings	ľ	400 pes X 8 6	12400 per month	400 pcs X \$10 > \$4000 per march				
Ohe	П							
MPSS hypeoton title	5.	Pleasing Impecto	n for owner burst the same	Receiving inspection for curve burn improved full-worse cleaning process simo				
Di-Cour Cosp Revolégiocesis	6	AVG Feb-Hay 2011/0	kepland Space 3 80X	AVG June-Augus 2011 (Dumplane), Spane) 2,47%				
Inspection method variation	7	No assalmenteds of respection	ertablished between MPSS & Di-Coat	Visual methods of Inspection established buildyned				
Di-Coal Cosp. Operational S process metrics	8	Operational 6 pri	coor netice the cane	Viselity meetings (Duta oc	fection I Data analysis established			

Proactive work assignments | 1/2

Medtro MDAS REX	nic		NALYSIS KSHEET	8	Resil Anna year Tanckero Nox NCB / Constant		-0013 67-017	Rev.NEW
ISTRATOR: JOSES Ed.	SWOTE	A 2.11.01	00000000	1. 22/12/2011	DATE INTRATED: 28/0			
Primary Event Descriptions how the west established the section of	Scorened	Cubricant prior to in	estatation, 2, Ala	0, 5060	900000-13. 1. D-Hang v 4 of work instruction, it data at step 3 before in	eeding colle	thousing	nto
Primary Event Source	e: (sele	ct one)						Jack State
2 Internal Source		70-7000	D	Extern	e toyte			
State Failure Effects:	1. O-Ring	Attached could become dense an effect is associated			ros.			
State Potential Clinical Effects:	There is n	Attached is clinical effect of oth	er stuation flor	2. The	nuk is completely trace	parent to the	dactor ar	d patent.
State Potential Event Cause(s):		Attached eror - not following w	oń irekucijora.	li.				
SEVERITY	purpose. 2. Inserts	rpass of the O-Ring or There is no risk to the ig the collet housing in	doctor or patien to the compress	Son nut	minimize variation. Ever prior to incoming come species the char being	Barrier into	ooflet hour	ing has NO
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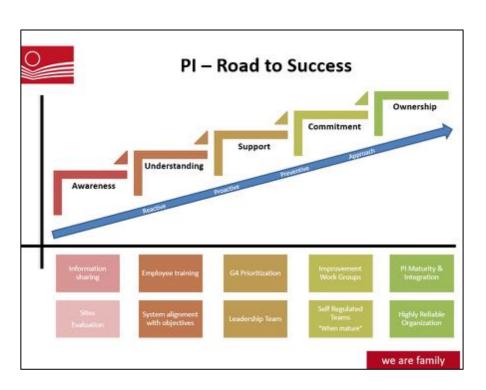


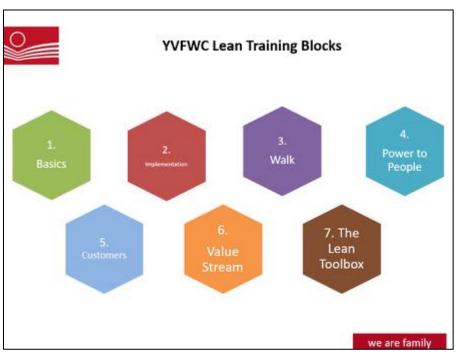
Proactive work assignments | 2/2



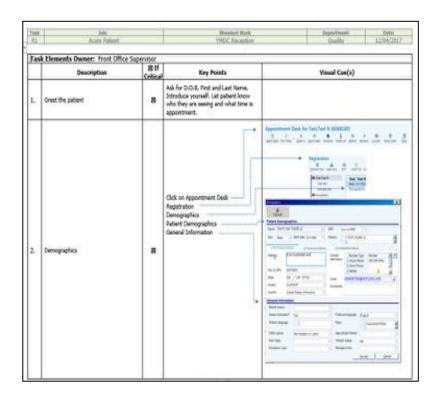


Preventive work assignments | 1/2





Preventive work assignments | 2/2



		HFMEA Subprocess Step Title and Number												
		BIMEA Stop 4 - Bu								Airice	HEMEA Step 5 - Identi	lg Actions and Deteomes		
Failure Mode: Fast Evaluate failure mode before determining potential cases	P	Savering	Probability	Har Seere 6	Single Poise Veatness?	Control Control Measure 7	Detectability	Proceed	Type (Control Accept, Eliminat	Actions or Plationale for Stogging	Outcome Measure	Person	Management	
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(spa	-	Gender, Age in some room	Moderate	Frequent	8	Y	N	te	¥	AgA	State and Joint Controlion regulations			
Specific Stating This same recent of petiers Repaired Repaired		Moderate	Frequent	*	N	N	10	¥	Costos	Review staffing plan for North bring and ER in order to establish more effection patient service	Effective parient service measured by Platers Sustaination, Decreased length of stay	Carton Banada ner	Ruos Peg	
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Today not tomorrow

8 steps according to JOHN KOTTER

- Urgency of change
- Coalition supporting change
- Clear vision
- Communication of vision

- Stronger employee engagement
- Short wins
- Support of next change
- Hardwiring change

