



Krátky prehľad pracovnej históriou a niektorými zadaniami v zdravotníctve

Marek Šturek

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Obsah



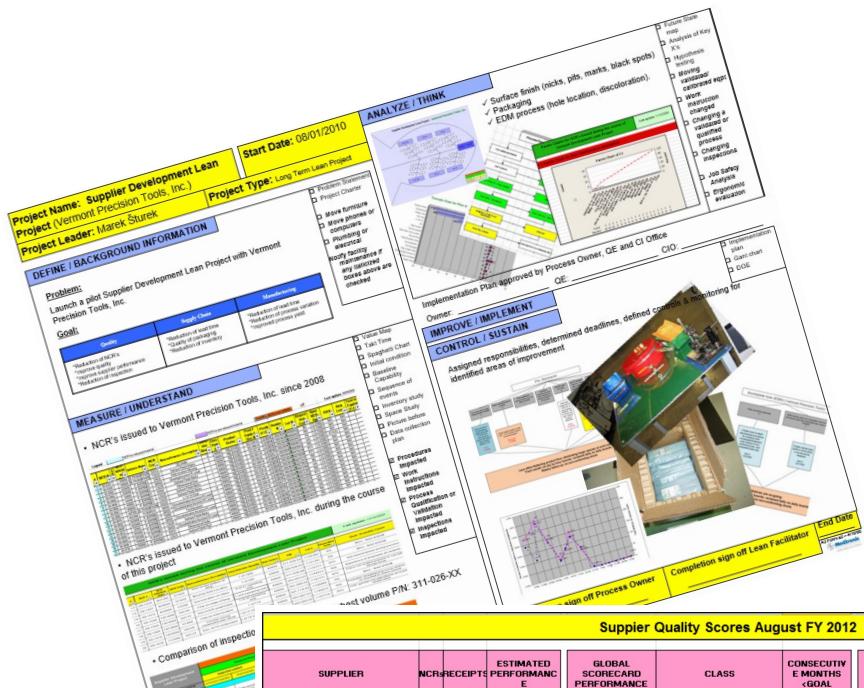
- **Medtronic Inc.**
Fort Worth, Texas
- **Yukon-Kuskokwim Health Corporation**
Bethel, Alaska
- **Yakima Valley Farm Workers Clinic**
Yakima, Washington
- **HNsP Trstená**
Trstená, Slovakia
- **Southwestern Health Resources**
Dallas, Texas

Medtronic Inc.



- Fort Worth, Texas
 - 10/2007 – 12/2012
 - Sr. Quality Supplier Engineer
-

- ✓ Svetový líder vo vývoji medicínskych technológií, služieb a riešení pre zdravotníctvo
- ✓ Výrobca vysokorýchlosných chirurgických nástrojov
- ✓ Inštitút a školiace stredisko pre vývoj chirurgických aplikácií
- ✓ Viac ako 250 zamestnancov



| Supplier Quality Scores August FY 2012 | | | | | | | |
|--|------|----------|-----------------------|------------------------------|-------|----------------------------|----------------|
| SUPPLIER | NCR# | RECEIPTS | ESTIMATED PERFORMANCE | GLOBAL SCORECARD PERFORMANCE | CLASS | CONSECUTIVELY MONTHS <GOAL | SCAR REQUIRED? |
| Supplier 1 | 1 | 1 | 0.00% | 100.00% | C | 1 | No |
| Supplier 2 | 1 | 2 | 50.00% | 100.00% | B | 1 | No |
| Supplier 3 | 1 | 2 | 50.00% | 99.90% | B | 1 | No |
| Supplier 4 | 1 | 2 | 50.00% | 99.90% | C | 1 | No |
| Supplier 5 | 1 | 2 | 50.00% | 50.00% | B | 1 | No |
| Supplier 6 | 1 | 3 | 65.67% | 100.00% | B | 1 | No |
| Supplier 7 | 1 | 3 | 65.67% | 100.00% | B | 1 | No |
| Supplier 8 | 1 | 5 | 88.00% | 88.00% | B | 1 | No |
| Supplier 9 | 1 | 7 | 85.71% | 100.00% | B | 1 | No |

| Customer Focused Quality (CFQ) Metrics Input Data | | | | | | | |
|---|-----|------|---------|--|--|--|--|
| Customer Focused Quality (CFQ) Metrics Input Data | | | | | | | |
| April | | | #DIV/0! | | | | |
| March | | | #DIV/0! | | | | |
| February | | | #DIV/0! | | | | |
| Q4 To Date | 0 | 0 | #DIV/0! | | | | |
| January | | | #DIV/0! | | | | |
| December | | | #DIV/0! | | | | |
| November | | | #DIV/0! | | | | |
| Q3 Final | 0 | 0 | #DIV/0! | | | | |
| October | | | #DIV/0! | | | | |
| September | | | #DIV/0! | | | | |
| August | 24 | 601 | 96.01% | | | | |
| Q2 Final | 24 | 601 | 96.01% | | | | |
| July | 20 | 599 | 95.62% | | | | |
| June | 25 | 747 | 95.43% | | | | |
| May | 25 | 711 | 95.43% | | | | |
| Q1 Final | 88 | 2998 | 96.15% | | | | |
| FY To DATE | 104 | 2699 | 96.15% | | | | |

| Customer Focused Quality (CFQ) Metrics Input Data | | | | | | | |
|---|---------------------------------|---------|----------------|------|----------|--------|--------|
| Customer Focused Quality (CFQ) Metrics Input Data | | | | | | | |
| August FY12 | Lots Inspected/Accepted: | 573 | Prior 6 Months | NCRs | Receipts | x | GSCx |
| | Lots Received/Inspected: | 601 | September | 42 | 780 | 94.82% | 96.07% |
| | Average Supplier Quality Score: | 96.01% | October | 28 | 641 | 95.63% | 96.98% |
| Q4 FY12 | Lots Inspected/Accepted: | 0 | November | 18 | 684 | 97.37% | 97.23% |
| | Lots Received/Inspected: | 0 | December | 34 | 812 | 95.81% | 96.47% |
| | Average Supplier Quality Score: | #DIV/0! | January | 24 | 629 | 96.24% | 97.72% |
| | Lots Inspected/Accepted: | 0 | February | 27 | 733 | 96.35% | 97.00% |
| | Lots Received/Inspected: | 0 | March | 46 | 949 | 95.85% | 97.95% |
| | Average Supplier Quality Score: | #DIV/0! | April | 27 | 795 | 96.86% | 98.54% |
| | Lots Inspected/Accepted: | 0 | May | 26 | 711 | 96.45% | 98.35% |
| | Lots Received/Inspected: | 0 | June | 35 | 788 | 95.86% | 98.23% |
| | Average Supplier Quality Score: | #DIV/0! | July | 50 | 533 | 96.07% | 98.14% |
| | Lots Inspected/Accepted: | 0 | August | 24 | 601 | 96.07% | 98.14% |
| | Lots Received/Inspected: | 0 | Change | 2% | 4% | 0.1% | 1.5% |
| | Average Supplier Quality Score: | #DIV/0! | | | | | |

| Supplier Quality 6 Month Comparison Table | | | | | | | |
|---|---------------------------------|---------|--------|------|----------|--------|--------|
| Q2 FY12 | Lots Inspected/Accepted: | 573 | Months | NCRs | Receipts | x | GSCx |
| | Lots Received/Inspected: | 601 | March | 46 | 949 | 95.85% | 97.95% |
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| | Average Supplier Quality Score: | #DIV/0! | | | | | |

SUPPLIER PROCESS CHANGE NOTIFICATION (PCN) FORM

Completed by Requestor

PCN #:

-

MPSS Initiated Change

Supplier Initiated Change

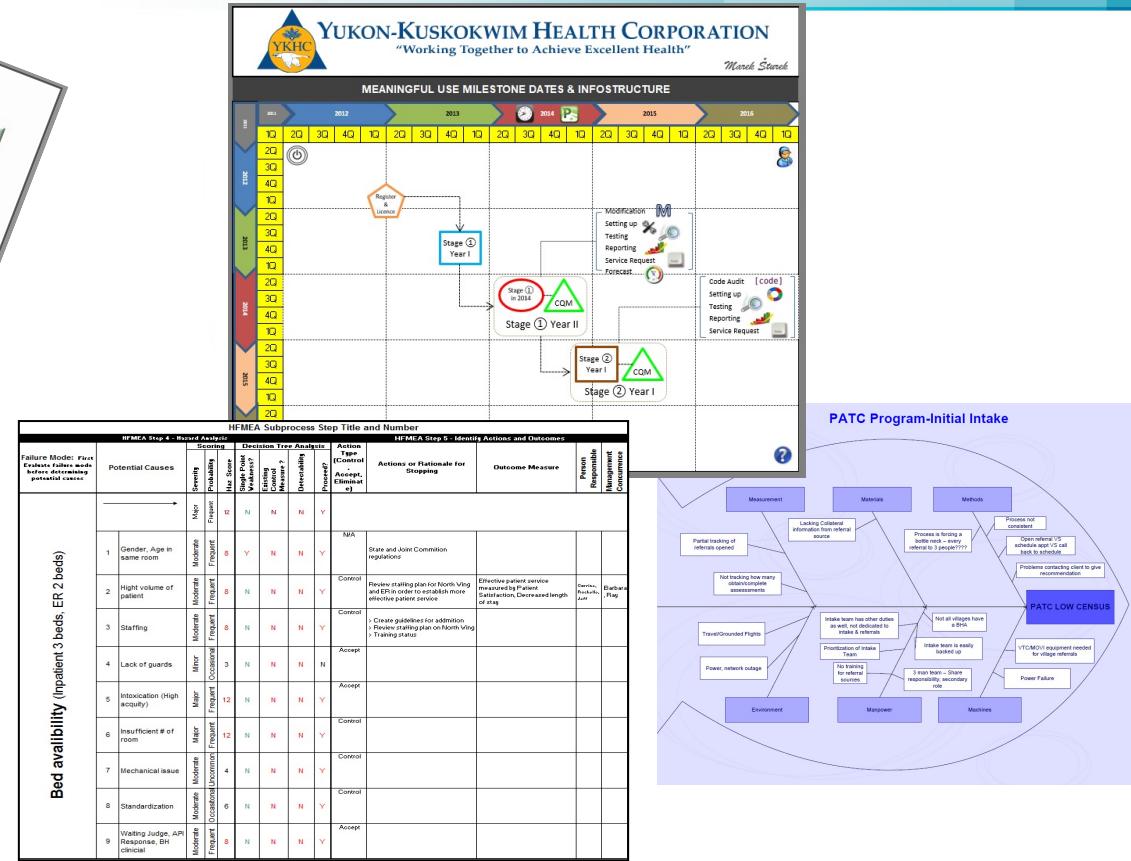
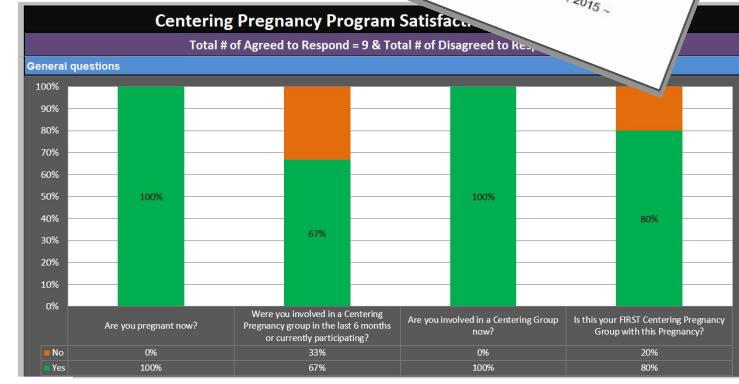
Medtronic



Yukon-Kuskokwim Health Corporation

- Bethel, Alaska
 - 04/2014 – 10/2015
 - Performance Improvement Coordinator
-
- ✓ Poskytovateľ zdravotnej starostlivosti pre viac ako 58 komunití na juhozápade Aljašky
 - ✓ Ambulantné služby v nemocnici, primárna starostlivosť, detská starostlivosť, pohotovostné služby, zdravotné poradenstvo a liečebné služby, zubné a očné služby, služby domácej starostlivosti, špecializované programy pre ľudí žijúcich s cukrovkou, terénnne a vzdelávacie programy na podporu zdravého života
 - ✓ Viac ako 1500 zamestnancov

Yukon-Kuskokwim Health Corporation



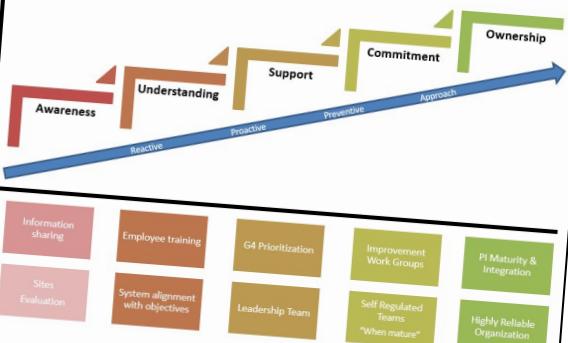


Yakima Valley Farm Workers Clinic

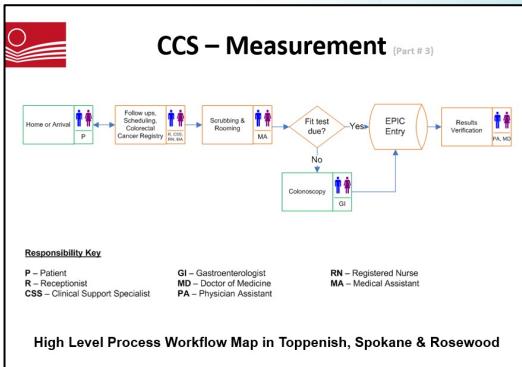
- Yakima, Washington
 - 11/2015 – 02/2018
 - Sr. Manager Performance Improvement
-
- ✓ Najväčšia siet komunitných kliník na území severozápadného Pacifiku s viac ako 30 klinikami
 - ✓ Komplexné lekárske, zubné a sociálne služby, zdravotné poradenstvo, nutričné služby, liečba drogovo a alkoholicky závislých, HIV/AIDS kliniky, Northwest spoločenstvo Action Center (ktoré poskytuje zamestnanie, školenia, poradenstvo) a mobilné zdravotnícke a zubné jednotky.
 - ✓ Viac ako 1500 zamestnancov

Yakima Valley Farm Workers Clinic

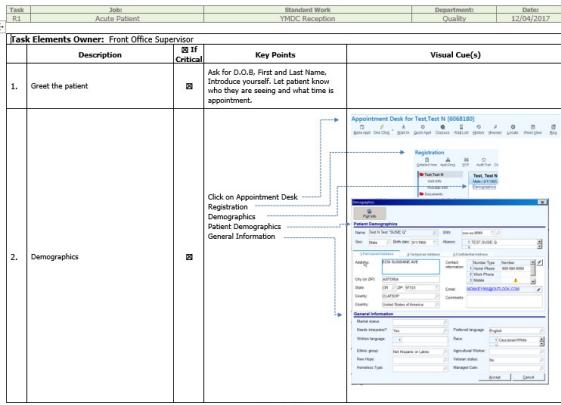
PI – Road to Success



CCS – Measurement (Part # 3)



YVFWC Lean Training Blocks



- 1 > Type of Visit > Follow the Patient > Observe the Role
 2 > Type of Visit > Observe the Role per visit
 3 > Observe the Role for half a day



- 1 > Role
 2 > Process Step (Description)
 3 > Duration (Timing)
 4 > Value Added (VA) vs No Value Added (NVA) activity
 5 > Comparison against schedule
 6 > Clinical vs Non Clinical activity
 7 > Role specific or not
 8 > Comparison against roles
 9 > Movement



- 1 > MA (Primary & Float)
 2 > RN Family Practice, Internal Medicine, Extended Hours
 3 > PCP (Family Practice, Internal Medicine, Extended Hours)
 4 > Receptionist



- 1 > In numbers
 2 > Draft of Standard Work for Receptionist
 3a > Detailed Measurements for each day of observation
 3b > Baseline for Team evaluation
 4 > Recommendation



- Trstená, Slovensko
 - 04/2019 – 01/2020
 - Manažér kvality, Analytik
-
- ✓ Všeobecná nemocnica v zriaďovateľskej pôsobnosti Žilinského samosprávneho kraja s postavením príspevkovej organizácie
 - ✓ Poskytovateľ ambulantnej zdravotnej starostlivosti, ústavnej zdravotnej starostlivosti, lekárenskej starostlivosti prevádzkováním nemocničnej a verejnej lekárne, činnosť dopravnej zdravotnej služby a činnosť záchrannej zdravotnej služby
 - ✓ Viac ako 500 zamestnancov

HNsP Trstená



Bezpečnosť pacienta



| ZP UNION, a.s. | |
|-----------------------|-------------|
| analýza zdravot.výk. | |
| amb. | boby/č |
| | Gynekológia |
| JZZ | Chirurgia |
| | ORL |
| | spolu JZZ |
| ORL, TBC, neurologia. | |

ZP UNION, a.s.

Analýza zdravot.výk

| | | |
|------------------------|-----|-------------|
| imb. | | body/€ |
| | | Gynekologia |
| | | Chirurgia |
| | | ORL |
| | JZS | Spela JZS |
| ORL, TBC, neurol.stac. | | |

+ ŠZM RDG
lu SVLZ+CT
erné
ské
nekológia
rurgia
IM
natológia
erná JIS
ská JIS
r. JIS
CH
iatívne
lu HP DRG

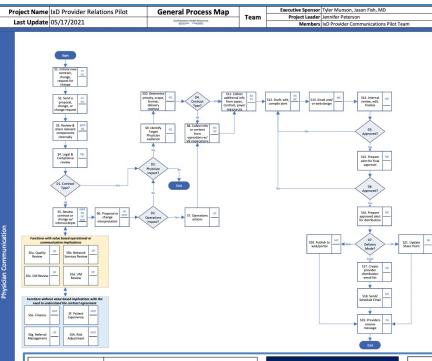
Upravené
65/19



Southwestern Health Resources

- Dallas, Texas
 - 05/2020 – 08/2021
 - Network Lean Six Sigma Black Belt
-
- ✓ Národný líder v zdravotnej starostlivosti zameranej na zdravie populácie
 - ✓ Integrovaná siet akademických a komunitných klinikov, výskumníkov, nemocníč a ambulantných zariadení zameraná na pacienta spolupracujúca s lekármi na vytvorenie nového modelu hodnotovej, vysokokvalitnej a dátovo orientovanej zdravotnej starostlivosti
 - ✓ Viac ako 900 zamestnancov

Southwestern Health Resources



Project Name: CNS Post-Acute care utilization **Last update:** 02/10/2021

A3 Report

Team: Executive Sponsor: Dr. Jason Fish, Grady Ireland; Project Leader: Jeff Lewis, Dr. Mackay Crowley; Members: C. Luehrs, C. Oteyra M. Neiva, Dr. Peter, L. Vell, E. Kerec, M. Sturk

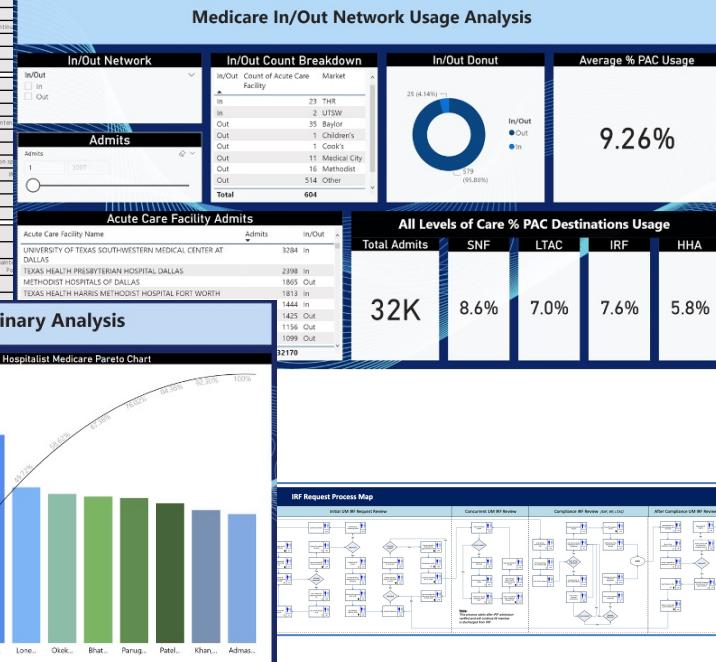
Problem Statement: In 2019, SWMR PAC FFS for Medicare FFS was 2.1% above the market. In 2020, the market benchmarked PMFY for Medicare FFS was \$1830, Medicare Advantage was \$1830. This represents a \$630 increase (+21%) of SWMR PAC PMFY for Medicare FFS comparing to the market.

Current State: DFW PAC Providers (864), In Network Providers (232), and Non-Participating Providers (632).

PAC Current Strategy Inventory: Destinations, In/Out Network Usage Dashboard, Medicare provider network analysis, and Medicare In/Out Network Usage Analysis.

Target State: SMART Goal: PAC Improvement: Payor (Medicare FFS) Implementation: 7%, HHS Target: \$62,299.28, PAC Average: \$51,895.52.

Analysis: Value Based Analysis, Cause & Effect Analysis, Executive Operational Dashboard, Hospitalist Medicare Pareto Chart, and IFR Request Process Map.





Ďakujem & Otázky