

## TCH The Woodlands Patient Care Services Activation Team

<b>Project Name</b>	<b>TCH The Woodlands Patient Care Services Activation Team</b>	
<b>Project Purpose</b>	To prepare The Woodlands Hospital for operations / patient care by October 2016 (Outpatient) / April 2017 (Inpatient).	
<b>Executive Sponsor</b>	Michelle Riley-Brown, President-TCH The Woodlands	
<b>Stakeholder(s)</b>	Physicians, Administrators, Clinicians, Non-clinical departments, Referring community physicians – both TCP and non-TCP physicians, and the communities served	
<b>The Woodlands Patient Care Services Activation Team</b>	<p><b>Members</b></p> <p><b>Chair:</b> Ketrese White</p> <p><b>Co-Chairs:</b> Lindi Stegeman Kim Holt Susan Romero Juanna Brandon</p> <p><b>Team Members:</b></p> <ul style="list-style-type: none"> <li>Lee Evey</li> <li>Jefferey Campbell</li> <li>Kim Davis</li> <li>Susan Engleman</li> <li>Gloria Carranza</li> <li>Tammi Lewis</li> <li>Mona Clark</li> <li>Cherida Bluford</li> <li>Melissa Silvera</li> <li>Linda Baker</li> <li>Jeff Wagner</li> <li>Jacqui Newton</li> <li>Elizabeth Wuestner</li> <li>Karen Lettre</li> <li>Mandy Owens</li> <li>Kim Clark</li> <li>Deborah Lee</li> <li>Tamara Dubose</li> <li>Shawnda Kelly</li> <li>Ramon Enad</li> <li>Lynn Huffman</li> <li>Mindy Shearer</li> <li>Tanya Williams</li> <li>Karen Sripan</li> <li>Angela Baldonado</li> </ul>	<p><b>Representing</b></p> <p>The Woodlands Leadership</p> <p>The Woodlands Leadership</p> <p>The Woodlands Leadership</p> <p>The Woodlands Leadership</p> <p>Respiratory Care</p> <p>Respiratory Care</p> <p>Respiratory Care</p> <p>Quality/Infection Control</p> <p>Inpatient Services</p> <p>Inpatient Services</p> <p>Inpatient Services</p> <p>Inpatient Services (Nursing Admin)</p> <p>Inpatient Services (Nursing Admin)</p> <p>Pharmacy Services</p> <p>Pharmacy Services</p> <p>Emergency Center</p> <p>Emergency Center</p> <p>Emergency Center</p> <p>Cancer Center</p> <p>Cancer Center</p> <p>Cancer Center</p> <p>Cancer Center</p> <p>Cancer Center (Amb Ed Coor)</p> <p>Surgical Services</p> <p>Surgical Services</p> <p>Critical Care Services</p> <p>Critical Care</p> <p>Critical Care</p> <p>Critical Care</p>

<b>Background</b>	The Woodlands leadership team is following similar successful processes to those utilized when planning/activating West Campus and have selected appropriate representation for each activation team. The composition of each team will have representation from across the system to ensure operational alignment, increase visibility to the hospital, and promote committed partnerships. Your expertise will be vital in ensuring The Woodlands operations are simple, efficient, flexible, and able to deliver the kind of patient experience our families, physicians, and staff desire.
<b>The Woodlands Activation Teams Structure</b>	<p>The following teams make up The Woodlands Activation Team structure:</p> <ul style="list-style-type: none"> <li>• Ambulatory Services – outpatient clinics, therapy, and sleep lab</li> <li>• Patient Care Services – acute care, critical care, emergency center, perioperative services, anesthesia, respiratory therapy</li> <li>• Clinical Support Services – patient/family services, guest services, child life, care management, social work, spiritual care, volunteer services, patient advocacy, admissions, cashier, patient financial services</li> <li>• Hospital-based Services – radiology, pathology, pharmacy</li> <li>• Support Services – facilities operations, EVS, supply chain, food services, security, HIM, IS/Telecom, biomed</li> <li>• Facilities Prep – biomed, facilities operations, IS/Telecom, property accounting, safety, security, supply chain, FP&amp;D, infection control</li> <li>• Human Resources – employee health, employee assistance program, employee relations, organizational development, talent acquisition</li> </ul>
<b>Roles of Activation Team Representatives</b>	<ul style="list-style-type: none"> <li>• Coordinate planning efforts with interdependent departments included in this Activation Team or other The Woodlands Teams (i.e. don't make recommendations or decisions in silos)</li> <li>• Communicate across all levels of the organization and within your department (i.e. up/down and left/right)</li> <li>• Outline flexible processes that align to the ideal patient experience we want to create for patients, their families, our physicians, and our staff</li> <li>• Leverage best practices from other TCH locations for implementation at The Woodlands</li> <li>• Develop a plan for engagement of community stakeholders in the activation process (e.g. input into processes, education)</li> <li>• Provide operational recommendations to The Woodlands Leadership</li> </ul>
<b>Buckets of Work</b>	<p><b>Department-level efforts</b></p> <ol style="list-style-type: none"> <li>1. <b>Project Plan</b> Departmental project plans that outline what tasks have to be completed and when those tasks have to be completed in order to open The Woodlands</li> <li>2. <b>Staffing</b> Identification, review, and modification of current staffing tools and proposed staffing plans applicable to The Woodlands</li> <li>3. <b>Scope of Care</b> Identification, modification, and approval of scope of care as</li> </ol>

	<p>applicable.</p> <p><b>4. Policies and Procedures</b> Identification and modification of applicable policies and procedures based upon The Woodlands operations</p> <p><b>5. Workflows and Operations</b> Identification of current best practices for implementation and modification of select processes to meet the needs of the ideal patient experience at The Woodlands</p> <p><b>6. Supplies, Equipment, and Forms</b> Identification and modification of necessary supplies, equipment, and forms that will support The Woodlands operations</p> <p><b>7. Mock Drills/Simulation</b> Participation in mock drills to ensure adequate preparation prior to opening</p>
<b>Deliverables</b>	<ul style="list-style-type: none"> <li>• Departmental project plans that outline what tasks have to be completed and when those tasks have to be completed in order to open the campus</li> <li>• Documented and tested processes for <b>Emergency Center</b> functions including but not limited to <b>providing patient care, triage, determining level of care based on patient acuity, and assessment of level of care requiring transfer of patients to/from other system locations</b></li> <li>• Documented and tested processes for <b>Inpatient Care (Acute Care, NICU, PICU &amp; Perioperative Services)</b> functions including but not limited to <b>transferring patients to/from other system locations, determining level of care required for each patient, transfer patients from floor to the PICU and if necessary to Main or West Campus, and finalize admission criteria</b>.</li> <li>• Documented and tested processes for <b>Surgical Services</b> functions including but not limited to <b>the operations of GI procedure suite, Anesthesia, operating rooms, and PACU</b></li> <li>• Documented and tested processes for <b>Ancillary Services</b> functions including but not limited to <b>Diagnostic Imaging, Respiratory Care, Pathology</b> (including both in house and courier service schedule/process), &amp; <b>Pharmacy</b>.</li> <li>• <b>Patient Experience-</b> Documented and tested processes for <b>collecting, analyzing, and distributing patient experience data</b></li> <li>• Documented and tested processes for Human Resources functions including but not limited to <b>new hire orientation, Employee Health, and recruitment</b></li> <li>• Ensure that <b>Joint Commission standards</b> are met throughout the facility</li> <li>• Documented and tested processes/procedures for <b>IS/Telecom</b> functions</li> <li>• Documented and tested processes/procedures for maintaining <b>safety and safety protocols</b></li> </ul>

	<ul style="list-style-type: none"> <li>• Documented and tested processes for the <b>ordering and delivery of food products to patient areas</b> as well as daily operations</li> <li>• Documented and tested processes for <b><u>Outpatient Services (Infusion &amp; Cancer Center)</u></b> functions including but not limited to clinic operations, <b>providing patient care, determining the schedule for lab courier services, determining Pharmacy floor stock and clinic schedules</b></li> </ul> <p><b>Collaboration with Activation Teams</b></p> <ul style="list-style-type: none"> <li>• Ambulatory Services</li> <li>• Patient Care Services</li> <li>• Clinical Support Services</li> <li>• Hospital-based Services</li> <li>• Support Services</li> <li>• Facilities Prep</li> <li>• Human Resources</li> </ul>
<b>Key Milestones and Dates</b>	<ul style="list-style-type: none"> <li>• Completion of all project plans by <b>2/29/2016</b>.</li> <li>• Identification, review, and modification of staffing tools and job descriptions by <b>3/25/16</b>.</li> <li>• Identification, modification, and approval of scope of care as applicable by <b>5/31/2016</b>.</li> <li>• Identification, compilation, modification, and approval of policies and procedures to support The Woodlands operations by <b>4/29/16</b>.</li> <li>• Identification of existing workflows and process, mapping of ideal processes, and documentation of proposed workflows by <b>6/30/2016</b>.</li> <li>• Identification, compilation, modification, and approval of supplies, equipment, and forms needed to support The Woodlands operations by <b>7/1/2016</b>.</li> <li>• Testing, tweaking, and finalization of workflows and processes by <b>10/30/2016</b>.</li> <li>• Planning and creating scenarios for simulation exercises as applicable by <b>10/30/2016</b>.</li> </ul>
<b>Decision-Making Process</b>	<ul style="list-style-type: none"> <li>• This team will seek to reach consensus on recommendations. If consensus is unable to be reached, The Woodlands Leadership Team will be responsible for making the decision.</li> </ul>
<b>Ground Rules</b>	<ul style="list-style-type: none"> <li>• Be on-time for all meetings – everyone's time is important.</li> <li>• If you are unable to attend a meeting or discussion, it is your responsibility to make sure that someone is there to represent your department who has the authority to make decisions.</li> <li>• Be prepared to present assigned deliverables.</li> <li>• Once a decision has been made, the team is expected to continually support that decision whether the team members agree with the decision or not.</li> <li>• "Hats off" during all meetings; leave your title at the door. Everyone's voice is equally important, regardless of your role.</li> <li>• All ideas are welcome; this is not the place for "we have always done it that way at TCH."</li> </ul>

	<ul style="list-style-type: none"> <li>• Communicate across all levels of the organization and within your department (i.e. up/down and left/right).</li> <li>• Think holistically about how to deliver the best possible place to work, receive medical care, and practice medicine – not just about your department.</li> <li>• Have fun and learn something new!</li> </ul>
<b>Charter Sign-off</b>	<i>"I have read the above charter, I understand the project that is being undertaken, and I agree to my role within the project as stated in this document"</i>
*SIGN BESIDE NAME*	<b>Linda Baker</b>
	<b>Baldonado, Angela</b>
	<b>Bluford, Cherida</b>
	<b>Brandon, Juanna</b>
	<b>Campbell, Jeffery</b>
	<b>Carranza, Gloria</b>
	<b>Clark, Kim</b>
	<b>Clark, Mona</b>
	<b>Davis, Kim</b>
	<b>DuBose, Tamara</b>
	<b>Enad, Ramon</b>
	<b>Engleman, Susan</b>
	<b>Evey, Lee</b>
	<b>Holt, Kim</b>
	<b>Huffman, Lynn</b>
	<b>Kelly, Shawnda</b>
	<b>Lee, Deborah</b>

<b>*SIGN BESIDE NAME*</b>	Lettre, Karen
	Lewis, Tammi
	Newton, Jacqui
	Owens, Mandy
	Romero, Susan
	Shearer, Mindy
	Silvera, Melissa
	Stegeman, Lindi
	Sripan, Karen
	Wagner, Jeff
	Williams, Tanya
	Wuestner, Liz
<b>**If your name is not listed above please add below (print and sign)**</b>	
<b>Date of Sign-off:</b>	_____

Patient Care Services Activation Team Interdependent Departments  
As of 2/22/16

Medical Clinics	Pharmacy
Surgical Clinics	Facilities Ops
Sleep Center	EVS
Cancer Center	Supply chain
Infusion Center	Clinical Nutrition Services
Occupational Therapy	Food Services
Physical Therapy	Security
Speech Therapy	Biomed
ECHO	HIM
EEG	IS/Telecom
Acute Care	EPIC
Critical Care	Infection Control/Quality
Emergency Center	TCP
Operating Rooms	Employee Health
PACU	Employee Assistance Program
Anesthesia	Employee Relations
Respiratory Care	Organizational Development
Guest Services	Talent Acquisition
Child Life	Development
Care Management	Marketing
Social Work	Emergency Management
Spiritual Care	Patient Safety
Volunteer Services	Radition Safety
Patient Advocacy	MRI Safety
Admissions	PACS
Cashier/Treasury	Risk Management
Patient Financial Services	FP&D
Language Services	Milk Bank
Radiology	Compliance (Legal)
Pathology	

**Employees/ leaders added after initial sign-off of charter:**

- Lindsey Zaremba, Education Coordinator – Woodlands Cancer/Infusion
- Aaron Mansfield, Patient Care Manager – Woodlands Cancer/Infusion
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**The Woodlands Campus Patient Care Services Activation Team Meeting**Wednesday, February 10<sup>th</sup>, 2016

PAV Conference Room A

*By the end of this meeting, we will:*

- Understand the functions, structure and expectations of the team.
- Gain agreement on identifying the interdependencies for each area.

Attendees: Ketrese White, Susan Romero, Kim Davis, Ramon Enad, Elizabeth Wuestner, Tamara DuBose, Karen Lettre, Lindi Stegeman, Gloria Carranza, Angela Baldonado, Lynn Huffman, Karen Sripan, Melissa Silvera, Deborah Lee, Kim Holt, Tammi Lewis, Jacqui Newton, Tanya Williams, Cherida Bluford, Susan Engleman, Juanna Brandon, Jeff Campbell, Hiliary Griffin,

<b>Topic</b>	<b>Lead</b>	<b>Discussion</b>	<b>Decision</b>	<b>Time</b>
Activation Team Charter	Ketrese	<p>Reviewed Team Charter document for Patient Care Services. Document can be found by going to The Woodlands Team Site: <b>Connect Page &gt; Connect Sites and Services &gt; Team Sites&gt;Administration-The Woodlands Administration &gt; Patient Care Services &gt; WH-Activation Team Charter_Patient Care Services.</b></p> <p>Please let us know if you do not have access. Team to review document and come back with any changes that need to be made. Ancillary areas are part of another activation team however, we will consider the workflows that are interdependent with inpatient areas.</p> <p>Key dates are important, but preliminary and may be changed as we go. Most policies will remain the same as current TCH policies used, but if changes are necessary for The Woodlands we can consider adding an addendum or new policy. You all are the experts and we are looking to you to assist with the decision making process.</p>		20 minutes
Team Structure	Ketrese	See PCA Team Meeting power point		5 minutes

		<p>presentation on SharePoint site to view the Team Structure. Utilize the people that are in your group and consider meeting with each other to complete deliverables.</p>		
Project Plan including Buckets of Work	Ketrese	<p>7 Buckets of Work:</p> <ol style="list-style-type: none"> <li>1) Project Plan-The Woodlands Leadership team will update the Project Plan and report out to the team.</li> <li>2) Staffing- WHPOUS &amp; West Campus staffing models will be used along with PFW NICU and NICU 3.</li> <li>3) Scope of Care- Will reference West Campus documents but could make changes if needed based on what's working and what's not.</li> <li>4) Policies &amp; Procedures- Review and modify for The Woodlands if needed. Will need your expertise to ensure all policies and procedures are covered for each area.</li> <li>5) Work Flows/Operations- Due to distance, some workflows may be different.</li> <li>6) Supplies/Equipment/Forms- Important to know if any equipment changes are being made and to ensure we have everything on the supply and equipment list.</li> <li>7) Mock Drills/Simulation- Planning to do mock drills starting mid-January through opening day to identify workflow issues and have</li> </ol>		15 minutes

		ample time to resolve issues that arise.		
List of Interdependent Departments	Ketrese	Group went through and updated the document to show which areas are interdependent with each inpatient area. Worksheet is on the Woodlands Team Site under Shared Documents. We need to know the key functions of how each of these interdependencies function with or relate to your area.	Group reached agreement.	15 minutes
Deliverables for next meeting	Ketrese	<p>1) Complete worksheets for Key interdependency functions- do not need to go into detail, just state how they relate to your area. The worksheet can be found on the SharePoint Site.</p> <p>2) Approved West WHPOUS targets and PFW NICU 3.</p> <p>3) Complete listing of unique job codes that are specific to your area and help you function on a day to day basis. Include any roles that are in the process of being developed as well. Place these job codes on the SharePoint site in the “Job Codes” folder.</p>	Please place all work done on the SharePoint site in the appropriate file and we will review at the next meeting.	5 minutes

**The Woodlands Campus Patient Care Services Activation Team Meeting**  
**Wednesday, February 24<sup>th</sup>, 2016**  
**PAV Conference Room A**

*By the end of this meeting, we will:*

- Understand next steps on buckets of work
- Gain agreement on Team Charter and Orientation Timelines

Attendees: **Ketrese White**, Susan Romero, Kim Davis, Ramon Enad, Lindi Stegeman, Gloria Carranza, Angela Baldonado, Karen Sripan, Kim Holt, Tammi Lewis, Jacqui Newton, Cherida Bluford, Susan Engleman, Juanna Brandon, Jeff Campbell, Kim Clark, Mindy Shearer, Shawnda Kelley

Topic	Lead	Discussion	Decision	Time
Reminder of Deliverables Due	Ketrese	<ul style="list-style-type: none"> <li>• <b>WHPOUS-</b> documents have been uploaded to the Team Site with the exception of NICU. Please have conversations with subgroups and discuss considerations made in the determination of your individual units WHPOUS.</li> <li>• <b>Job Codes-</b> We will be looking at the different job descriptions for FY17 to determine if we are missing anything. Please ensure all job codes used in your area are uploaded in the Job Codes Folder on the team site so we can review. If there are job codes that your area is considering implementing in the future, please add those as well.</li> <li>• <b>Interdependency Functions-</b> Continue to work on these and add any functions that you may have missed.</li> </ul>		10 minutes
Activation Team Charter	Ketrese	Team Charter has been reviewed and vetted. We will get signatures for those	Group reached agreement.	5 minutes

		not in attendance ASAP. Document can be found on the Team Site if you have not had a chance to review it.		
Review Buckets of Work	Ketrese	<p>7 Buckets of Work:</p> <ul style="list-style-type: none"> <li>8) Project Plan-Can be viewed on the Team Site now by everyone. Woodlands leadership team will be responsible for updating the document as we go. Please review when you get a chance.</li> <li>9) Staffing- WHPOUS documents on team site. Once FY17 volumes are finalized we will look at job codes and descriptions and revisit for position allocation. HR will be reviewing the multiple job codes to possibly modify and standardize some job code descriptions. Review training and orientation timelines for each area.</li> <li>10) Scope of Care- Start uploading any current Scope of Care documents you have in the corresponding folder on the Team Site. Leaders from all campuses will need to review the scopes of care and update documents accordingly.</li> <li>11) Policies &amp; Procedures- Upload any policies and procedures that are currently being reviewed/revised in your area. No need to upload all P&amp;P that are in Policy Tech. We want to focus on Policies that are in the process of being revised or are</li> </ul>		10 minutes

		<p>not currently in Policy Tech.</p> <p>12) Work Flows/Operations- Coming Soon</p> <p>13) Supplies/Equipment/Forms- Coming Soon</p> <p>14) Mock Drills/Simulation- Coming Soon</p>		
Orientation Timelines	Ketrese	<p>Group went through the document to discuss appropriate length for orientation in an effort to ensure orientation lengths are in line with current models used and/or if changes need to be made. Please look at attached document and discuss in your subgroups to gain agreement.</p>		30 minutes
Deliverables for next meeting	Ketrese	<p>4) Complete worksheets for Key interdependency functions- Feel free to add to this as you think of things.</p> <p>5) Complete inventory of job codes for your department if not yet complete. Please place in the appropriate “Job Codes” folder.</p> <p>6) Job Description review and propose modifications</p> <p>7) Training plan/supporting documents uploaded to SharePoint site.</p> <p>8) Scope of Care Documents uploaded to SharePoint site</p> <p>9) Listing of policies and procedures, upload to SharePoint site</p>	<p>Please place all work done on the SharePoint site in the appropriate file and we will review at the next meeting.</p>	5 minutes

**The Woodlands Campus Patient Care Services Activation Team Meeting****Wednesday, March 9<sup>th</sup>, 2016****West Campus 5<sup>th</sup> Floor WA.590.10***By the end of this meeting, we will:*

- Understand each area's staffing plans and WHPUOS
- Review the training plans and documents for each area

Attendees: Ketrese White, Susan Romero, Kim Davis, Ramon Enad, Lindi Stegeman, Gloria Carranza, Angela Baldonado, Karen Sripan, Kim Holt, Jacqui Newton, Susan Engleman, Juanna Brandon, Jeff Campbell, Shawnda Kelley, Linda Baker, Deborah Lee, Tanya Williams, Tamera Dubose, Mona Clark,

<b>Topic</b>	<b>Lead</b>	<b>Discussion</b>	<b>Decision</b>	<b>Time</b>
Hospital Updates	Ketrese	<ul style="list-style-type: none"> <li>• Photos on share point site</li> <li>• James Yancey is the new Project Manager</li> <li>• Interior work on going for the Inpatient and Outpatient areas</li> <li>• Awaiting approval of naming Texas Children's Way for street name</li> <li>• MOB should be completed by August 2016</li> </ul>		5 minutes
Review of Deliverables Due	Ketrese	<p>Job Codes</p> <ol style="list-style-type: none"> <li>1. All Inpatient Nursing Codes complete.</li> <li>2. Will continue to upload. Respiratory Therapy job codes.</li> </ol> <p>Scope Documents</p> <ol style="list-style-type: none"> <li>1. Templates need to be uploaded to share point site</li> <li>2. Look at changes-scope documents for West Campus were last updated in 2014</li> </ol> <p>Interdependencies-COMPLETE for all areas</p> <p>HR is aligning the job descriptions with</p>	<p>Group reached agreement.</p>	5 minutes

		<p>the job codes.</p> <p>Orientation Timeline-working to finalize</p> <ol style="list-style-type: none"> <li>1. Acute Care timeline</li> <li>2. Will be presented to the executive team</li> <li>3. Working to back in the dates for the internal transfers</li> <li>4. Most internal transfers will not be needed until January 2017</li> </ol>		
Review Buckets of Work	Ketrese	<p>7 Buckets of Work:</p> <p>15) Project Plan-Can be viewed on the Team Site now by everyone. Woodlands leadership team will be responsible for updating the document as we go. Please review when you get a chance.</p> <p>16) Staffing- WHPOUS documents on team site. Once FY17 volumes are finalized we will look at job codes and descriptions and revisit for position allocation. HR will be reviewing the multiple job codes to possibly modify and standardize some job code descriptions. Review training and orientation timelines for each area.</p> <p>17) Scope of Care- Start uploading any current Scope of Care documents you have in the corresponding folder on the Team Site. Leaders from all campuses will need to review</p>		10 minutes

		<p>the scopes of care and update documents accordingly.</p> <p>18) Policies &amp; Procedures- Upload any policies and procedures that are currently being reviewed/revised in your area. No need to upload all P&amp;P that are in Policy Tech. We want to focus on Policies that are in the process of being revised or are not currently in Policy Tech.</p> <p>19) Work Flows/Operations- Coming Soon</p> <p>20) Supplies/Equipment/Forms- Coming Soon</p> <p>21) Mock Drills/Simulation- Coming Soon</p>		
Staffing	Ketrese	<p>WHPUOS</p> <p>1. NICU 2: when the census is &gt;37, staff with 2 Charge Nurses, 1 In-house Transport Nurse, and assignments are 3:1 with some 2:1 to accommodate admissions. RN WHPUOS is 9.21 and the total WHPUOS is 11.968-this includes PCA with a 1:17 ratio, a Clinical Support Tech, a UCA, and a shared Receptionist who is in NICU 4's (cc1290) WHPUOS.</p> <p>2. NICU 4: assignments are acuity based. Many 1:1 assignments. RN WHPUOS is 14.51. Total WHPUOS is 17.3 including 2 Charge Nurses, 1 In-house Transport Nurse, 2 UCAs, 2-3 PCAs, 1-2 Receptionist, and 1 Clinical Support Tech</p>	30 minutes	

		<p>3. PFW NICU- RNs-12.24, 1 CN, 2 Neo Response Nurses without an assignment and a 3<sup>rd</sup> NRM with a light assignment. Private Room NICU-geography challenges with assignments. Ratios 1:2-3 based on acuity and geography. Support staff=1 Receptionist, 2 UCAs, and 1 Clinical Support Tech</p> <p>4. WC PICU: 23.5=target WHPUOS. Equivalent patient days drop mid July to September. Has been a slow growth expansion, started at 8 beds, now 16 beds but admit Acute Care overflow which is usually a 1:4 ratio (try to place 23hr Obs and Surgical patients in overflow so that it can be quickly decompressed. Assignments can vary based on acuity (1:1 to 1:4), Team Lead role is critical to accommodate an increase in acuity or admissions, WHPUOS is not final, hard to complete due to swings in census. PCA's usually 1:2 or 1:3, nice to have 3 PCA's per shift to accommodate sitter needs. 1 UCA and need a Receptionist to help regulate visitation. Historical data given to Lindi Stegeman.</p> <p>5. West Campus/Main Respiratory Therapist: Ration 1:6, usually have 2 RTs for PICU (can flex up), 2 RTs for Acute Care, 1 in</p>		
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		<p>the Emergency Center with an additional RT in the EC from 11a-11p and 1 Charge RT. Will have to factor in the NICU piece for the Woodlands. PFW NICU RTs have 6-8 patients (combo of CPAP and Vents). Must have an FTE default so that at least 1 RT is dedicated to PFW NICU. Advise to keep the RTs separate between PICU and NICU.</p> <ul style="list-style-type: none"> <li>6. Acute Care-West Campus: 24 beds, staff with 8 nurses and 1 Charge Nurse with an aim of 1:3 ration, PCAs 1:8. Recent WHPUOS 1:3.333 RNs and 1:10 PCAs-not final. Total target 14.2</li> <li>7. Acute Care-Main Campus (12WT) 26 beds, RNs=8.96, RNs 1:3 Days, RNs 1:4 Nights and PCAs 1:13</li> <li>8. Emergency Center-West Campus: 1-2 RNs in triage, 1 First Look RN, 1 Charge Nurse, RNs ranging from 4 to 7 with 1:3 to 1:4 ratios (4 RNs in the AM and 7 in the evening and then trickles back down overnight) 3-5 PCAs=1 for Super Track, 1 for Triage, 2-3 for bedside with a 1:6 ratio. 1-2 UCAs. WHPUOS is approved but does not include Super Track-need 3 additional nurses.</li> <li>9. Periop-West Campus: includes OR, PACU, and Special Procedures. OR staffs with 6</li> </ul>		
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		<p>RNs, 1 CN, 6 Scrub Techs, and 5 PCTs. Weekend Staff, usually have 6-8 cases on Saturdays and 2-4 Sundays, PACU WHPUOS 3.34, GI Procedures on Monday, Wednesday and Thursday=WHPUOS 6.92, Averaging 64 cases per month</p> <p>10. Pharmacy-West Campus-WHPUOS 25.6 (actual) with 34 (target) 11 Pharmacist, 17 Pharmacy Techs, 1 Manager, 1 Clinical Specialist, Needing 1 Manager for the Pharmacy Techs</p> <p>11. Cancer Center-we are working on our WHPUOS, it says we are overstaffed but this is not right</p> <p>12. Heme/Onc (9WT) standardized ratios 1:3, trying to move to 1:2.8, need more PCAs than other Acute Care Areas due to the high volume of POC testing</p>		
Deliverables for next meeting	Ketrese	<p>10) Job Description review and propose modifications</p> <p>11) Training plan/supporting documents uploaded to SharePoint site.</p> <p>12) Scope of Care Documents uploaded to SharePoint site</p> <p>13) Listing of policies and procedures, upload to SharePoint site</p>	Please place all work done on the SharePoint site in the appropriate file and we will review at the next meeting.	5 minutes

**The Woodlands Campus Patient Care Services Activation Team Meeting****Wednesday, March 23<sup>th</sup>, 2016****West Campus 5<sup>th</sup> Floor WA.590.10***By the end of this meeting, we will:*

- Explore and Discuss Interdependency Fuctions
- Review Job Descriptions

Attendees: Ketrese White, Susan Romero, Kim Davis, Lindi Stegeman, Gloria Carranza, Angela Baldonado, Karen Sripan, Kim Holt, Jacqui Newton, Susan Engleman, Juanna Brandon, Jeff Campbell, Shawnda Kelley, Deborah Lee, Mona Clark, Mindi Shearer, Many Owens, Judy Holloway, Melissa Silvera, Cherida Bluford, Lynn Huffman, Tammy Lewis, Liz Wuestner

<b>Topic</b>	<b>Lead</b>	<b>Discussion</b>	<b>Decision</b>	<b>Time</b>
Review of buckets of work	Ketrese	<p>Project Plan:</p> <ul style="list-style-type: none"> <li>• Has been updated</li> <li>• Focus on updating with timelines and deliverables</li> <li>• WHPUOS-more to come</li> <li>• Requesting packets for each are to review training-place in folder on SharePoint site</li> </ul> <p>Scope of Care:</p> <ul style="list-style-type: none"> <li>• Working on forming sub teams to compile the documents</li> <li>• Continue to place in folder on the SharePoint site</li> </ul> <p>Policies and Procedures:</p> <ul style="list-style-type: none"> <li>• Any new P&amp;Ps or those in progress for revision-please alert the Woodlands PCS Leadership Team</li> <li>• Overall signoff for P&amp;Ps due by 6/15/16</li> <li>• Deb Nisbet with Policy Tech identified as a resource</li> </ul> <p>Job Descriptions</p> <ul style="list-style-type: none"> <li>• Will be selected and</li> </ul>	Group reached agreement.	10 minutes

		<p>finalized by the PCS Leaders by the end of March 2016</p> <p>Training Packets</p> <ul style="list-style-type: none"> <li>• Place in folder on SharePoint site by 4/8/16</li> </ul> <p>Scopes of Care</p> <ul style="list-style-type: none"> <li>• PCS ACDs will be scheduling meetings with team members-due by 6/15/16</li> </ul>		
Review of Interdependency Functions/Acute Care	Susan	<p>Interdependencies with additional discussion:</p> <p>Medical/Surgical Clinics</p> <ul style="list-style-type: none"> <li>• WC has a process map for direct admit process</li> <li>• Resource Stephanie Glad and Cherida Bluford</li> </ul> <p>Cancer Center</p> <ul style="list-style-type: none"> <li>• WC has a process map for direct admit process</li> <li>• Resource Deborah Lee</li> </ul> <p>ECHO</p> <ul style="list-style-type: none"> <li>• New process at WC for sedated ECHOs</li> <li>• Resource Tammy Lewis</li> </ul> <p>Emergency Center</p> <ul style="list-style-type: none"> <li>• MC pushes patients to the Acute Care Units as WC pull the patients to the Acute Care Units</li> </ul> <p>Anesthesia</p> <ul style="list-style-type: none"> <li>• MC has a Mobile Sedation Team while WC does not-currently tabling and will further explore for The Woodlands</li> </ul> <p>Guest Services</p>	25 min	

		<ul style="list-style-type: none"><li>• Susan Romero to reach out to Clinical Support Services Activation Team for more information</li></ul> <p>Volunteer Services</p> <ul style="list-style-type: none"><li>• Tea Cart will be added as a function</li></ul> <p>Patient Advocacy/Admissions/Patient Financial Services</p> <ul style="list-style-type: none"><li>• Need to collect SOPs/process maps</li><li>• Will add after hours admissions as a function</li></ul> <p>Language Services</p> <ul style="list-style-type: none"><li>• Correction-WC can obtain an in person interpreter for multiple languages, not just Spanish</li></ul> <p>Radiology</p> <ul style="list-style-type: none"><li>• PCS Leaders need to create a workflow for transporting and administration of contrast</li></ul> <p>Pathology</p> <ul style="list-style-type: none"><li>• Deep dive for process of lab collection with Tyler Geist</li></ul> <p>Facilities</p> <ul style="list-style-type: none"><li>• Function added-reading and documenting refrigerator/freezer temperatures</li></ul> <p>EVS</p> <ul style="list-style-type: none"><li>• More to come for EVS notification process as soon as the vendor has been established</li></ul> <p>Security</p>		
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		<ul style="list-style-type: none"> <li>• Will work with Amber Jacques for workflows</li> <li>• Will add attends IMTs and Codes as a function</li> </ul> <p><b>EAP</b></p> <ul style="list-style-type: none"> <li>• Will clarify the services offered for The Woodlands with Cathy Pierantozzi</li> </ul>		
Review of Interdependency Functions/Emergency Center	Jacqui and Juanna	<p>Interdependencies with additional discussion:</p> <p><b>Guest Services</b></p> <ul style="list-style-type: none"> <li>• Scheduled rounds at WC from 2p-1a</li> </ul> <p><b>Pharmacy</b></p> <ul style="list-style-type: none"> <li>• Discharge teaching by Pharmacist for decadron</li> </ul> <p><b>TCP</b></p> <ul style="list-style-type: none"> <li>• WC EC responds to codes in the TCP-there is a workflow</li> </ul> <p><b>SANE</b></p> <ul style="list-style-type: none"> <li>• Resource for MC</li> <li>• West Campus: &lt;96 hrs. Of event-patient is referred to MC or Children's Assessment Center, &gt;96hrs. of event-referred to Social Services</li> </ul> <p>Left without being see follow up phone call</p> <ul style="list-style-type: none"> <li>• Completed for all patients at the WC. Done by EC Leadership Team. Make one attempt for each patient</li> <li>• Main Campus calls are made by the Call Center Nurse-only one person and</li> </ul>		15 min

		<ul style="list-style-type: none"> <li>unable to call for both campuses</li> <li>• Yahaira Colorado currently conducting a Green Belt project to use EPIC to document the follow up phone call for patients who left without being seen in the EC</li> </ul> <p>Transfer of Psychiatric Patients to an Outside Psychiatric Facility</p> <ul style="list-style-type: none"> <li>• Process completed by the Transfer Center</li> </ul>		
Review of Interdependency Functions/Cancer Center and Emergency Center	Kim Holt	<p>Interdependencies with additional discussion:</p> <p>ECHO</p> <ul style="list-style-type: none"> <li>• CC/IC will schedule an ECHO but it will not be part of that appointment</li> </ul> <p>PACU</p> <ul style="list-style-type: none"> <li>• VAT Team can place CLCs during sedations</li> </ul> <p>STOPPED at Radiology-will conclude at the next meeting</p>		10 min
Deliverables for next meeting	Ketrese	<p>14) Job Description review and propose modifications</p> <p>15) Training plan/supporting documents uploaded to SharePoint site-DUE 4/8/16</p> <p>16) Scope of Care Documents uploaded to SharePoint site</p> <p>Listing of policies and procedures, upload to SharePoint site</p>	<p>Please place all work done on the SharePoint site in the appropriate file and we will review at the next meeting.</p>	5 minutes

**Wednesday, April 20<sup>th</sup>, 2016**  
**Main Campus CCC 8<sup>th</sup> Floor D.0800.39**

*By the end of this meeting, we will:*

- Finish Cancer/ Infusion Center and review Perioperative Services and NICU/PICU interdependencies.

Attendees: Susan Romero, Tanya Williams, Kim Davis, Lindi Stegeman, Kim Holt, Juanna Brandon, Mandy Owens, Lynn Huffman

Topic	Lead	Discussion	Decision	Time
Review of Interdependency Functions/ Cancer and Infusion Centers	Kim Holt	<p>Interdependencies with additional discussion:</p> <ul style="list-style-type: none"> <li>• Add Compliance (infusion billing/ audits)</li> <li>• Pathology- will Quest spin down specimens?</li> <li>• Kim meeting with Quest/ Tyler to discuss lab services available in each phase</li> <li>• PACU- if no circulating RN in PACU for procedures then IFC/Cancer RN has to go down to PACU for procedures being performed on hem onc pts</li> <li>• Radiology- workflows/ SOPs related to radiation performed at outside facility</li> <li>• Facilities Ops- add biohazard trash (chemo and blood)- will be in both Cancer and Infusion</li> <li>• Policy for maintaining medical records on-site (Cancer Center records) prior to Beacon go-live; what it will look like after Beacon; record storage requires locked cabinet and locked room</li> <li>• Chemo calendar on Intranet</li> <li>• Roadmaps</li> <li>• Beacon training/ go-live</li> <li>• Pentamidine- rooms requires negative pressure or spacers; spacers kept in clinic/ housekeeping cleans afterwards; N95 mask required for those in room; RT does treatment so have to coordinate with RT (requires an Epic appt for RT to know)</li> <li>• Donations to Cancer Center- refer to Lisa McCoy</li> <li>• Local high school programs? Science program?</li> </ul>	Cancer Center leadership (Main and West) will upload workflows to team Connect site	10 min

Review of Interdependency Functions/ Respiratory Care	Kim Davis	<p>Interdependencies with additional discussion:</p> <p>Critical Care</p> <ul style="list-style-type: none"> <li>• Policies for specific treatments provided at Main and West</li> <li>• Formal and informal education for MDI</li> </ul> <p>EC</p> <ul style="list-style-type: none"> <li>• Functions as code team/ IMT member</li> </ul> <p>Sleep Lab</p> <ul style="list-style-type: none"> <li>• 1 RT every shift per policy/ guidelines</li> <li>• If not available will cancel sleep studies</li> </ul> <p>Cancer Center</p> <ul style="list-style-type: none"> <li>• Pentamidine- requires negative pressure or sweeps/ O2 tanks</li> <li>• Replaces O2 tanks; need process for shortage of tanks identified</li> <li>• Need to be able to get meds/ supplies before patient is in Omnicell</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Assist with bronchoscopy- get supplies from Pharmacy; with PUL MDs doing bronchs</li> </ul> <p>NICU</p> <ul style="list-style-type: none"> <li>• Level II RT rounds with charge nurse daily and want to continue this process at The Woodlands</li> <li>• In-house transports (volume can creep up quickly); consider impact for staffing</li> <li>• Intubating RT goes on transfers and if no one available than NP/ MD will go</li> </ul> <p>Pathology/ POCT</p> <ul style="list-style-type: none"> <li>• Will be doing in all areas <ul style="list-style-type: none"> <li>○ EPOC</li> <li>○ Blood gases</li> <li>○ STAT labs (if machines are down have SOP with lab to send to lab for processing)</li> <li>○ Nasal washes</li> <li>○ Sputums</li> </ul> </li> </ul>		20 min
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		<ul style="list-style-type: none"> <li>○ Tracheal aspirates</li> <li>○ New hires go through lab for training and can't get access to machines till done with training (can become a problem when classes are full)</li> </ul> <p>Bio-med</p> <ul style="list-style-type: none"> <li>• Dedicated bio-med tech for special equipment that only bio-med can fix; some equipment RT can clean and turn around but some equipment requires biomed to turnaround, and can be an issue if required urgently. Some solutions are rentals.</li> </ul> <p>Supply chain</p> <ul style="list-style-type: none"> <li>• Backorders/ recalls</li> </ul> <p>Language Services</p> <ul style="list-style-type: none"> <li>• RTs do Asthma Education often have to use translator</li> </ul>		
Review of Interdependency Functions/ OR	Ramone	<p>Interdependencies with additional discussion:</p> <p>Cancer Center</p> <ul style="list-style-type: none"> <li>• Cancer Center RN goes down with hem-onc pt requiring sedation</li> </ul> <p>ER</p> <ul style="list-style-type: none"> <li>• Surgery Airway cart is kept in OR at Main, but kept in EC at West since OR is not 24 hour operation; requires special cleaning, which the House Supervisor should be notified of cleaning need and they will call in person to sterilize</li> </ul> <p>Pathology</p> <ul style="list-style-type: none"> <li>• Will blood products be kept on site?</li> <li>• Need to validate if diagnostic testing (specimens) process will be the same as West</li> </ul>	Documents for cleaning equipment afterhours and NAC involvement will be loaded to team page	15 min
Review of Interdependency Functions/ PACU	Ramone	<p>Interdependencies with additional discussion:</p> <p>Add OR (was missing from list)</p> <p>Pharmacy</p> <ul style="list-style-type: none"> <li>• Impact of new Alaris PCA pump on workflows</li> </ul>		15 min
Deliverables for next meeting	Lindi	<ol style="list-style-type: none"> <li>1. NICU/PICU interdependencies</li> <li>2. Assess your units capacity to orient new staff for The Woodlands</li> </ol>		

**The Woodlands Campus Patient Care Services Activation Team Meeting**Wednesday, May 4<sup>th</sup>, 2016

West Campus: WH - 05A (WA.590.10)

*By the end of this meeting, we will:*

- Finish Critical Care interdependencies.
- Provide an update on the following:
  - Job Codes/Descriptions
  - Training Documents (onboarding)
  - Scope of Care
  - Policies & Procedures
  - Workflows

**Attendees:**

Ketrese White	Mandy Owens	Susan Engleman	Kim Holt
Susan Romero	Lynn Huffman	Mindy Shearer	Juanna Brandon
Tanya Williams	Mona Clark	Jessica Smith	
Kim Davis	Lindi Stegeman	Deborah Lee	

Topic	Lead	Discussion	Decision	Time
Updates provided to the group	Ketrese/ ACDs	<p>Updates provided by the Patient Care Assistant Clinical Directors on the following:</p> <ul style="list-style-type: none"> <li>• Job Descriptions</li> <li>• Scope of Care</li> <li>• Policies &amp; Procedures</li> </ul> <p>Operations meeting beginning in May and June. Meetings will be held monthly to start.</p> <p>The name of medical leaders from each area (except Acute Care) was shared with the team.</p> <ul style="list-style-type: none"> <li>• PICU- Nathan Strobel</li> </ul>		10 min

<p><b>Updates provided to the group</b></p>	<p><b>Ketrese/ ACDs</b></p>	<ul style="list-style-type: none"> <li>• NICU- Lisa Owens</li> <li>• EC- Joseph Allen</li> <li>• PHM- not named yet</li> <li>• Chief Surgical Officer- Shiltz</li> <li>• Cancer &amp; Infusion- Ricky Flores</li> <li>• Anesthesiology- Chris Glover</li> </ul> <p>Onboarding/ orientation- please access capacity in your areas to help orient Woodlands staff. Ketrese sent an email to the Directors asking them to access capacity for orienting new hires/ transfers in their respective areas. Please be prepared to provide the number of new hires/ transfers you can orient in your areas by our next meeting.</p>		
<p>Review of Interdependency Functions/ Critical Care</p>	<p>Lindi Stegeman</p>	<p>Lindi and Tanya met prior to the meeting to discuss interdependences.</p> <p>Interdependencies with additional discussion:</p> <p><b>NICU</b></p> <ul style="list-style-type: none"> <li>• Medical/ Surgical clinics- direct admits; workflows have been created at West so can use those; differences in scheduling appointments.</li> <li>• Cancer Center- will call Cancer RN for assist with administering chemo; transfer of hem-onc pts from AC to ICU and vice versa</li> <li>• PT- car seat education (2 phases- 1 at bedside and 1 at car; not necessarily on the same day); consults</li> <li>• Diagnostic testing- ECHO workflow at West; sedated ECHOs being evaluated at West (will look at if go live); EEG (no continuous EEG)</li> <li>• Acute Care- transfers; RRT; or pts transferred when no room</li> <li>• Critical Care- transfers; house sup notified when within ICU area, otherwise same workflow when transferring pts</li> <li>• EC- direct admits; criteria for what type of pts</li> </ul>		<p>40 min</p>

		<p>can come into ICU areas (will be in scope)</p> <ul style="list-style-type: none"> <li>• OR- *surg procedures done at BS in NICU (prevents transfers out from Main Campus; MD will be in WL, but unsure of physician availability); neo PICC done at BS; pts admitted via OR who can't go to PACU</li> <li>• PACU- receiving from PACU</li> <li>• Anesthesia- same as West with intubating; pre-op consents and monitoring pts during procedures/ sedation for procedures</li> <li>• RT- partners in care; will have assignments in area with vents/ treatments, etc; RTs round with CN daily to check O2 setting with patients- will continue at WL; f/up on dedicated RT for NICU and PICU (1 in each); at West there isn't a dedicated NICU RT, but someone attends rounds to get everyone on the same page; in-house transports for procedures; family rounds</li> <li>• Child life- educating siblings; CL can go hand out with siblings in AC playroom when parents are being educated or in a meeting with team (playroom on AC floor); Volunteer services can come sit with sibling if needed</li> <li>• Care Management- DC planning for equip needed; accommodation codes needed; have increased scope at West a little bit compared to opening (diabetic education, care progression rounds)</li> <li>• Social work- support for family resources; NICU- support group for RNs – do it once a month for both shifts- discuss issues/concerns and get feelings out</li> <li>• Spiritual Care- resource for staff; bereavement; after-hours process; chaplain at West attends Family centered rounds</li> <li>• Volunteer services- support for families; holding babies</li> <li>• Patient Advocacy- support for families;</li> </ul>		
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		<p>complaints/ grievance</p> <ul style="list-style-type: none"> <li>• Admissions- pts transported in and making sure PCAs know process to get paperwork started</li> <li>• Lang services- similar workflows to West; after-hours contact with translator; weekends have people on call</li> <li>• Radiology- workflow for transporting pts back and forth from DI and for pts that require RN during transport or to stay with them</li> <li>• Pathology- POCT; f/up bili requiring outpatient registration</li> <li>• Pharmacy- processing orders; DC med teaching; West do scripts (verify before pt DC home); attend codes and rounds; pharmacists assigned to critical care areas (going to be on the same floor at WL)</li> <li>• Facility Ops- after hours</li> <li>• Supply chain- afterhours</li> <li>• Security- support to staff and emergency situations; code team; optio label on posey; verify that label on pt matches label on luggage tag (goes on EKG cords)</li> <li>• Infection Control- partner with quality rounding; West (pt r/o TB or family needing chest xray, it's always an issue- there's no community policy around this); generic process available</li> <li>• Emergency management- vest to evacuate babies;</li> <li>• Add Milk bank to interdependencies- formula process is being addressed (may add); going to have a milk bank on the floor; food services is a vended service</li> <li>• Dedicated VAT in NICU</li> </ul> <p><b>PICU</b></p> <ul style="list-style-type: none"> <li>• Holter monitor request- different request</li> <li>• ENT- uses supplies after-hours so have a</li> </ul>		
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		<p>workflow for sterilization</p> <ul style="list-style-type: none"><li>• Sleep center- code response; direct admits from sleep center</li><li>• Cancer- chemo admin and direct admits through RRT or EC; pt needed monitoring for anaphylaxis meds; VAT; training for chemo certification</li><li>• PT- afterhours/ weekends walker training by RNs and House Sup</li><li>• ECHO- afterhours workflow</li><li>• EEG- afterhours workflow</li><li>• AC- RRT; can consult critical care to transport without an RRT</li><li>• CC- transfer going to main campus- normal process; kangaroo crew (transport document just created for system)</li><li>• ER- direct admits; which pts require transfer with MD or without MD; codes in EC</li><li>• OR- pending ICU admit post-op; pts going to OR for procedure (checklist)</li><li>• Anesthesia consult- difficult intubation; can't be intubated; always notified for intubations just in case so they can be ready</li><li>• RT- issues with RTs knowing about changes; RNs notify RT when resp care change in case they don't see order; blood gases (labeling and done for right pt); ed for parents going home on neb txs</li><li>• Spiritual care- afterhours call schedule</li><li>• Family advocacy- call schedule</li><li>• Radiology- same as NICU for after-hours; nurse has to stay with pt; make sure have those workflows</li><li>• Pathology- some of the test have to be sent to Main Campus (workflows needed) ; ordering blood products</li><li>• Pharmacy- same as NICU</li><li>• Facilities Ops- same as NICU</li></ul>		
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		<ul style="list-style-type: none"> <li>• Pharmacy- monthly leader rounds in all areas</li> <li>• EVS- leader rounds</li> <li>• Supply chain- process to get supplies through house sup</li> <li>• Nutrition- how to get formula and how to do it and who is going to do it; budget for tray for breast-feeding moms</li> <li>• HIM- do we have something to scan; pt that expires, scan that pink sheet into Epic now;</li> <li>• Epic- downtime workflows</li> <li>• Quality/ Inf Control- weekly rounds; resource for pts that need following by Infection Control; afterhours workflows</li> <li>• Session- physicians gather around x-ray board</li> <li>• Compliance- monitors chart for inappropriate access</li> <li>• Radiation safety</li> </ul>		
Q&A	Ketrese	<p>Q: What exactly do you want - ie how many staff we can take at a time or are you going to tell us how many you have to orient?</p> <p>A: We will onboard as each area/ unit/ location says they can handle, but we need you to access how many preceptors do currently have? By having these conversations now we can add preceptors to not only train/orient Woodlands staff, but also backfill position.</p> <ul style="list-style-type: none"> <li>•</li> </ul>		5 min
Deliverables for next meeting	Ketrese	<ol style="list-style-type: none"> <li>3. Finalize capacity in all Patient Care areas to orient new Woodlands staff</li> <li>4. Start going through interdependencies to identify needed workflows</li> <li>5. Begin going through equipment lists</li> </ol>		5 min

**The Woodlands Campus Patient Care Services Activation Team Meeting**  
**Wednesday, May 18, 2016**  
**Main Campus CCC 8<sup>th</sup> Floor D.1700.27**

*By the end of this meeting, we will:*

- Review the preceptor availability in the units for the opening of the Woodland's Campus
- Receive updates on progress on Scope of Care documents

Attendees: Angela Baldonado, Karen Lettre, Mandy Owen, Linda Baker, **Lindi Stegeman**, Susan Engleman, Tammi Lewis, Ramon Enad, Jacqui Newton, Mona Clark, Tonya Nelson, Jeff Campbell, **Kim Holt, Susan Romero**, Mindy Shearer, Jessica Smith, Yolanda Zamora, Mary Williams, **Juanna Brandon**, Ellen Natenberg, Jennifer Ziegler, Lynn Huffman

Topic	Lead	Discussion	Decision	Time
Preceptor Capacity	Susan R.	<ul style="list-style-type: none"> <li>• Excel document located on the Woodlands team site/patient care services/training documents/preceptor capacity</li> <li>• Orientation may have to be on dayshift in most areas due to better preceptor availability</li> <li>• Reviewed orientation capacity for each area: in-patient floors (Acute Care), critical care, emergency center, cancer/infusion, surgical areas, and PACU</li> <li>• Emergency Center- West campus completes orientation primarily on day and night shift; Main EC precepts on 4 different shifts.</li> </ul>	If unable to give numbers, please load preceptor availability to Woodlands team site/patient care services/training documents/preceptor availability or email hiring leader with your capacity starting in October of 2016 for both shifts	10 minutes
Scope of Care Document	Susan R.	<ul style="list-style-type: none"> <li>• Acute Care- documents are uploaded to team site that include Guidelines for Patient Safety/Routines for Acute Care; please email Susan if you have any additions that are not listed to team site</li> <li>• Cancer/Infusion- Kim had a meeting today related to Scope documents- she has all the documents that she needs</li> <li>• PICU- Lindi has uploaded the most recent documents to the team site. She doesn't have NICU's- Tonya spoke with educators and they only have pathways; same exist for main campus PICU- they only have PICU routines document</li> <li>• Emergency Center- completed and uploaded to team site; needs MD review</li> <li>• Perioperative services- Ramon has West completed Scope of Service.</li> </ul>	Due date to have completed 6/15/2016 Leaders from all campuses will work in sub-groups to review and update these documents with physician involvement	10 minutes

		Ramon to send to Susan to review and upload to team site.		
Policies and Procedures	Susan R.	<ul style="list-style-type: none"> <li>• 191 General Nursing Policies and Procedures were reviewed by Jennifer Ziegler and Jessica Smith. They were placed on the activation team site and reviewed for content. Patient Care Services/policies and procedures/Acute Care folder. Please email Susan any policies that are not in policy tech or in draft.</li> <li>• Cancer/Infusion- Kim H. reported that she has the policies uploaded to team site. Patient Care Services/policies and procedures/Cancer and Infusion</li> <li>• PICU/NICU- Lindi reported 112 Special Care policies have been reviewed to see if they apply to the Woodlands and located on the share point site. They have not been reviewed for content yet, separated by area i.e. NICU vs. PICU, etc. Spreadsheet located on team site under the policy and procedure tab.</li> <li>• Emergency Center- Juanna reported that in addition to the 112 Special Care policies/ 13 policies related specifically to the Emergency Center were reviewed with the Special Care policy and procedure review. Content of the policy has not been reviewed.</li> <li>• Peri-op services- Ramon reported that he is working on the policies and will have them reviewed by June 30<sup>th</sup>.</li> </ul>	Please review the policies that will affect your areas. Policies are due to be reviewed by June 30 <sup>th</sup> .	
Workflows and Operations	Susan	<ul style="list-style-type: none"> <li>• Coming soon please start looking at process maps i.e. admitting a patient and filing existing workflows to the team site.</li> <li>• This will be the next area that we will be covering</li> </ul>	Start uploading-will start using reviewing existing workflows	

Supplies and Equipment List	Susan	<ul style="list-style-type: none"> <li>Most areas have started reviewing equipment list</li> <li>Kim H. made a suggestion to print the list out and physically walk the area and ensuring the equipment list has everything that you need.</li> <li>Juanna also made a suggestion to look at procedure carts in the areas as well to ensure those specialty items are captured.</li> <li>PICU just completed a supply forms list</li> <li>With the expansion of the Care First Tower- some of the supply have recently been reviewed</li> <li>Tonya N. also discussed getting with Rodney in the Newborn Center to also be careful of supply management and not wasting supplies by over stocking rooms. Per the regulation- all supplies not used are supposed to be discarded.</li> </ul>		
Mock Drills/Simulation	Susan	<ul style="list-style-type: none"> <li>Kim reported Infusion area completing anaphylaxis training for staff.</li> <li>West is currently conducting monthly emergency response team/stimulation. It has been very helpful and they are finding opportunities constantly. Looking at roles; way finding, etc.</li> <li>Tonya N. stated that in the PFW Kellie Kainer designated a room for simulation in the PFW on Tuesday's; she suggested that we get with her to find out potential scenarios.</li> <li>Karen L. reported that every Thursday in the Main Campus EC- there was a multidisciplinary simulation and there was a dedicated room for EC to conduct the simulation drills.</li> </ul>	Lindi will be the lead on Simulation training for the Woodlands- more to come	
Deliverables for next meeting/future meetings	Susan	<ul style="list-style-type: none"> <li>On-boarding capacity- please email or upload numbers to team site</li> <li>Training packets review- please upload to team site</li> <li>Scopes of Care <b>first draft due 6/15/2016</b></li> <li>Review all policies and procedures <b>(due 6/30/2016)</b></li> </ul>		

Meeting adjourned		<ul style="list-style-type: none"><li>• Next Meeting: Wednesday, June 1<sup>st</sup> at 2:30- 3:30 p.m. location to be determined</li></ul>		
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**The Woodlands Campus Patient Care Services Activation Team Meeting**

**Wednesday, June 15, 2016**  
**Main Campus CCC 8<sup>th</sup> Floor D.1700.27**

Attendees: **Ketrese White**, Susan Romero, Jennifer Ziegler, Lindsey Zeremba, Jessica Smith, Mary Williams, Jacqui Newton, Linid Stegeman, Karen Sripan, Juanna Brandon, Barbara Snow, Lynn Huffman, Jennifer Archie, Mindy Sherer, Tamara Dubose, Shonta Davis, Misty Berry, Kim Davis, Tanya Williams, Suzette Wiener, Mona Clarke, Linda Baker, Rebecca Twig, Ellen Nattenberg, Kim Holt

Topic	Lead	Discussion	Decision	Time
Scope of Care	Juanna	<p>Update on progress of Scope of Care documents for all areas. Initial meetings should have occurred or be scheduled to occur soon.</p> <p><b>DELIVERABLES:</b> upload first drafts to the team site after initial meeting (due 6/15/16).</p> <ul style="list-style-type: none"> <li>• Acute Care-Meeting to occur in July</li> <li>• NICU-Meeting to occur the last week of June</li> <li>• Cancer Center-meeting already occurred</li> <li>• PICU-meeting to occur next week</li> <li>• EC-meeting will be delayed</li> </ul>		10 minutes
Policies and Procedures	Juanna	<p>Each team will present an update on progress related to departmental policy and procedure lists and other file uploads (i.e. guidelines not in Policy Tech).</p> <p><b>DELIVERABLES:</b></p> <ul style="list-style-type: none"> <li>• DUE 6/15/16- upload department/unit specific guidelines or policy/procedure type documents NOT in Policy Tech</li> <li>• DUE 6/30/16 - identify (list) policies/ procedures or guidelines requiring modification.</li> </ul> <p>Identified need for forms list for:</p>	<p>Identified need for forms list for: NICU Acute Care Cancer Center Respiratory</p> <p>Need to develop a Downtime Binder with Forms for each unit</p>	10 minutes
Cancer Center Update	Kim	Hematology Clinic will open in October 2016. Kim Holt is working with both PCS Activation and Outpatient Activation Teams. The Outpatient Activation Team is approximately 2 weeks ahead of the PCS Activation Team. Kim will give an update at each PCS Activation Team meeting and will remain on the team because of the Infusion Center and Cancer Center.		10 minutes

Supplies and Equipment List	Kim and Juanna	<p>Equipment- lists have been uploaded to team site.</p> <p>Contracts review- located in shared documents on team site (Shared Documents, "Contracts" folder)</p> <p><b><u>DELIVERABLES:</u></b></p> <ul style="list-style-type: none"> <li>• DUE 6/20/16- adjustments to equipment lists.</li> <li>• DUE 6/29/16- Identify contracts requiring modification or missing contracts specific to your area.</li> <li>• *Leaders from all campuses should work together to ensure contracts are current, supplies, equipment and forms are ordered and available prior to opening.</li> </ul>		10 minutes
Mock Drills/Simulation	Kim and Juanna	<p>First planning meeting was held this month. Focus is on Outpatient right now. Inpatient team members may be pulled to help with Outpatient simulation</p>		5 minutes
Deliverables for next meeting/future meetings	Juanna	<p><b><u>Summary of Deliverables:</u></b></p> <ul style="list-style-type: none"> <li>• Key interdependencies (2/23/16)</li> <li>• Edited job descriptions (3/31/16)</li> <li>• Modified training/ orientation documents (pathways, competency checklists, training modules, etc.- 4/8/16)</li> <li>• Scope of Care initial drafts (6/15/16)</li> <li>• Lists of policies and procedures and department specific guidelines uploaded (6/15/16)</li> <li>• Onboarding/ preceptor capacity (enter capacity on template saved to team site- training folder- file name "Preceptor Capacity"; 6/15/16)</li> <li>• Equipment lists adjustments (6/20/16)</li> <li>• Contract review and modifications needed (6/24/16)</li> </ul> <p>Identification (list) of policies, procedures and guidelines requiring modification (6/30/16)</p> <p><b><u>Future meetings:</u></b></p> <p>June 29 – Sign off on equipment lists adjustments, policies/ procedures, guidelines and contracts requiring modifications; plan for forms and supply lists review</p> <p>July 13 – supply lists adjustments; forms for modification; plan for interdependency</p>		5 minutes

		<p>workflows/ SOPs</p> <p>July 27 – Sign off on supply lists and forms; current/ interdependent workflows &amp; SOPs</p> <p>August 10 – Final Scopes of Care; current/ interdependent workflows /SOP modifications</p> <p>August 24 – Workflows; Simulations</p> <p>Sept 7 – Workflows; Simulations</p> <p>Sept 21 –Simulation training/ drills</p> <p>Oct – Opening of MOB</p>		
Meeting adjourned				

**The Woodlands Campus Patient Care Services Activation Team Meeting****Wednesday, June 29, 2016****Main Campus Feigin 15A**

Attendance at:

West Campus-

Feigin- Barbara Snow, Mindy Sherer, Tamara Dubose, Mona Clarke, **Kim Holt**, Lynn Huffman

Woodlands-

Other-

<b>Topic</b>	<b>Lead</b>	<b>Discussion</b>	<b>Decision</b>	<b>Time</b>
Scope of Care	Juanna	<p>Update on progress of Scope of Care documents for all areas. Initial meetings should have occurred or be scheduled to occur soon.</p> <p><u>DELIVERABLES:</u> upload first drafts to the team site after initial meeting (due 6/15/16).</p> <ul style="list-style-type: none"> <li>• Acute Care-Meeting to occur in July</li> <li>• NICU-meeting done</li> <li>• Cancer Center-meeting done</li> <li>• PICU-meeting done</li> <li>• EC-meeting will be delayed</li> </ul>		10 minutes
Policies and Procedures	Juanna	<p>Each team will present an update on progress related to departmental policy and procedure lists and other file uploads (i.e. guidelines not in Policy Tech).</p> <p><u>DELIVERABLES:</u></p> <ul style="list-style-type: none"> <li>• DUE 6/15/16- upload department/unit specific guidelines or policy/procedure type documents NOT in Policy Tech</li> </ul> <p>DUE 6/30/16 - identify (list) policies/ procedures or guidelines requiring modification.</p>		10 minutes
Cancer Center Update	Kim	Hematology Clinic will open in October 2016. Kim Holt is working with both PCS Activation and Outpatient Activation Teams. The Outpatient Activation Team is approximately 2 weeks ahead of the PCS Activation Team. Kim will give an update at each PCS Activation Team meeting and will remain on the team because of the Infusion Center and Cancer Center.		10 minutes

Supplies and Equipment List	Kim and Juanna	<p>Equipment- lists have been uploaded to team site.</p> <p>Contracts review- located in shared documents on team site (Shared Documents, "Contracts" folder)</p> <p><b><u>DELIVERABLES:</u></b></p> <ul style="list-style-type: none"> <li>• DUE 6/20/16- adjustments to equipment lists.</li> <li>• DUE 6/29/16- Identify contracts requiring modification or missing contracts specific to your area.</li> <li>• *Leaders from all campuses should work together to ensure contracts are current, supplies, equipment and forms are ordered and available prior to opening.</li> </ul>		10 minutes
Mock Drills/Simulation	Kim and Juanna	<p>First planning meeting was held this month. Focus is on Outpatient right now. Inpatient team members may be pulled to help with Outpatient simulation</p>		5 minutes
Deliverables for next meeting/future meetings	Juanna	<p><b><u>Summary of Deliverables:</u></b></p> <ul style="list-style-type: none"> <li>• Key interdependencies (2/23/16)</li> <li>• Edited job descriptions (3/31/16)</li> <li>• Modified training/ orientation documents (pathways, competency checklists, training modules, etc.- 4/8/16)</li> <li>• Scope of Care initial drafts (6/15/16)</li> <li>• Lists of policies and procedures and department specific guidelines uploaded (6/15/16)</li> <li>• Onboarding/ preceptor capacity (enter capacity on template saved to team site- training folder- file name "Preceptor Capacity"; 6/15/16)</li> <li>• Equipment lists adjustments (6/20/16)</li> <li>• Contract review and modifications needed (6/24/16)</li> </ul> <p>Identification (list) of policies, procedures and guidelines requiring modification (6/30/16)</p> <p><b><u>Future meetings:</u></b></p> <p>June 29 – Sign off on equipment lists adjustments, policies/ procedures, guidelines and contracts requiring modifications; plan for forms and supply lists review</p> <p>July 13 – supply lists adjustments; forms for modification; plan for interdependency</p>		5 minutes

		<p>workflows/ SOPs</p> <p>July 27 – Sign off on supply lists and forms; current/ interdependent workflows &amp; SOPs</p> <p>August 10 – Final Scopes of Care; current/ interdependent workflows /SOP modifications</p> <p>August 24 – Workflows; Simulations</p> <p>Sept 7 – Workflows; Simulations</p> <p>Sept 21 –Simulation training/ drills</p> <p>Oct – Opening of MOB</p>		
Meeting adjourned				

- 
- 7/26/2016 Minutes included in Agenda
  - 8/24/2016 Minutes included in Agenda
  - 8/31/2016 BPT created minutes
  - 9/16/2016 Workflows 101- demo on workstations
  - 9/21/2016 Minutes included in Agenda
  - 10/12/2016 Go-Live Training and Simulation Planning
  - 10/19/2016 Go-Live Training and Simulation Planning
  - 11/2/2016 Policy review- minutes= policy review document
  - 11/9/2016 Go-Live Training and Simulation Planning
  - 11/22/2016 Woodlands Process, Training and Simulation Planning Team
  - 12/6/2016 Every 2 WEEK Phone meetings started for Process, Training and Sim Planning Team
  - 12/15/2016 Woodlands in-patient Simulation Needs Assessment



Opening 2017

## AGENDA

### The Woodlands Activation Team Meeting Patient Care Services

(Acute Care, Critical Care, EC, Periop Services, Anesthesia, Cancer/Infusion Center, Respiratory Therapy)

#### **Logistics**

<b>Date:</b>	July 27, 2016	<b>Time:</b>	2:30 – 3:30
<b>Location:</b>	Main Campus Feigin Center (FC – 18A (C.1821.03)	<b>Duration:</b>	1 hour

#### **Agenda Items**

			<b>Owner(s)</b>
	Sign off equipment list adjustments. Identification of policies/ procedures, guidelines and contracts requiring modifications; plan for forms and supply lists review.		
1	<b>MOB opening - October</b> <ul style="list-style-type: none"> <li>Ambulatory Services (Cancer Center) Activation Team update</li> </ul>		Kim Holt
2	<b>Focused Topics – Buckets of work</b>		
2a	<b>Project Plan-</b> Summary of Activation Team work/ progress (PowerPoint)		Co-chairs
2b	<b>Staffing-</b> Job descriptions, WHPUS and training documents should all be completed.  <u>DELIVERABLES:</u> <b>PAST DUE-</b> if you haven't uploaded/ entered the following information, please do so ASAP: <ul style="list-style-type: none"> <li>Modified job descriptions (if modifications needed)</li> <li>Current training documents (<b>Peri-Op missing</b>)</li> <li>Modified training documents (if modifications needed)</li> <li><b>NICU</b> onboarding/ preceptor capacity. Enter capacity in the file on the team site (Administration – The Woodlands Administration team site- Patient Care Services - Training folder - file name "<i>Preceptor Capacity</i>")</li> </ul>		Co-chairs  <b>99% complete</b>
2c	<b>Scope of Care -</b> Progress on Scope of Care documents.  <u>DELIVERABLES:</u> <b>PAST DUE</b> <ul style="list-style-type: none"> <li>6/15/16: First draft uploaded to the team site after initial meeting.</li> </ul> <b>DUE</b> <ul style="list-style-type: none"> <li>8/10/16- final scope uploaded to team site folder: <a href="#">Final Scope of Care documents</a></li> </ul> *Leaders from all campuses will work in sub-teams to review/update with physician involvement.		Each area to provide an update on progress  <b>50% COMPLETE</b>
2d	<b>Policies and Procedures-</b> Progress on policy/ procedures or guidelines requiring modification.  <u>DELIVERABLES:</u> <b>PAST DUE</b> <ul style="list-style-type: none"> <li>6/15/16- department/unit specific guidelines or policy/procedure type documents NOT in PolicyTech uploaded to team site (<b>RT, Periop missing</b>)</li> <li>6/30/16 - Upload lists of policies/ procedures or guidelines requiring modification.</li> <li>(Acute Care, EC, Critical Care &amp; Cancer Center DONE; <b>RT, Periop have no modifications needed?</b>)</li> </ul>		Each area to provide an update on progress  <b>50% COMPLETE</b>



## **AGENDA**

	<b>DUE</b> <ul style="list-style-type: none"> <li>Review of policy/ procedures &amp; guidelines requiring modification- 8/24 (file with a tab for each area's review has been saved to the team site; file name "z Changes needed")</li> <li>Assignment of policy/ procedures &amp; guidelines to champion for editing and submission for approval- 8/24</li> <li>All edits/ modifications completed and submitted for approval- 9/28</li> </ul>	
2e	<p><b>Workflows/ Operations</b></p> <p>Individual work groups should begin to focus on workflows/ operations. Each group should:</p> <ul style="list-style-type: none"> <li>Review list of key interdependencies for workflows that may need to be edited</li> <li>Process map patient flow through the department and identify workflows that need to be created or modified</li> </ul> <p>Workflows unique to The Woodlands need to be developed and workflows from Main or West Campus that need modification should be identified.</p> <p><b>DUE:</b></p> <ul style="list-style-type: none"> <li>Identification of workflows / modifications needed due 8/24/16.</li> <li>Workflows (process mapping) due 10/19/16.</li> </ul>	<b>NEW FOCUS AUGUST-SEPT</b>
2f	<p><b>Equipment, supplies and forms/ Contracts</b></p> <p>Supplies- Omnicell and special procedure carts supply lists have been uploaded to the team site. Throughout July, individual work groups will review and finalize changes.</p> <p>Forms- each area needs to create a list of forms needed for ordering. Please do not forget downtime forms (downtime binders) and any unit/clinic specific forms (unofficial TCH forms). Final list of forms for ordering is due 7/27/16.</p> <p>Contracts- list of cost centers sent to Jerryck by 7/13/16. Meeting to finalize changes scheduled 7/28/16.</p> <p><b>DELIVERABLES:</b></p> <p><b>PAST DUE</b></p> <ul style="list-style-type: none"> <li>6/20/16- adjustments to equipment lists.</li> <li>6/29/16- submit final equipment lists to William (Bill) Wright for purchasing.</li> <li>7/13/16- list of cost centers due to contract specialist</li> </ul> <p><b>DUE</b></p> <ul style="list-style-type: none"> <li>7/27/16- supply lists adjustments and forms purchase order</li> <li>6/29/16 (<b>extending to 8/29/16</b>)- Identify contracts requiring modification or missing contracts specific to your area (Cancer Center met due date; due date extended to 8/29 for all other areas)</li> </ul> <p>*Leaders will work together to ensure contracts are current and supplies, equipment and forms are ordered.</p>	All  <b>75% COMPLETE</b>
2g	<p><b>Mock Drills/ Simulations</b></p> <p>No current updates- more to come in August.</p>	

## AGENDA

3	<p><b>Summary of Deliverables (RED BOLD = outstanding past due)</b></p> <ul style="list-style-type: none"> <li>• Key interdependencies (2/23/16)</li> <li>• Edited job descriptions (3/31/16)</li> <li>• <b>Modified training/ orientation documents (pathways, competency checklists, training modules, etc- 4/8/16)</b></li> <li>• <b>Scope of Care initial drafts (6/15/16)</b></li> <li>• <b>Lists of policies and procedures and department specific guidelines uploaded (6/15/16)</b></li> <li>• <b>Onboarding/ preceptor capacity (enter capacity on template saved to team site- training folder- file name "Preceptor Capacity"; 6/15/16)</b></li> <li>• Equipment lists adjustments (6/20/16)</li> <li>• Final equipment lists for approval (6/29/16)</li> <li>• Lists of policies, procedures and guidelines requiring modification (6/30/16)</li> <li>• <b>Final supply lists and forms/ documents needed for order approval (7/27/16)</b></li> <li>• <b>Final Scope of Care documents (8/10/16)</b></li> <li>• <b>Identification of workflows / modifications needed (8/24/16)</b></li> <li>• <b>Contract review and modifications needed (EXTENDED TO 8/29/16)</b></li> <li>• <b>Policy/ procedures and guidelines submitted for approval (9/28/16)</b></li> <li>• <b>Workflows process mapping (10/19/16)</b></li> </ul>	All
4	<p><b>Future meetings:</b> as of 7/13/16 the activation team will meet once a month (end of the month) and working groups will meet once a month. Each area AD will organize the working meeting- not all members of the activation team will be included in each area's working meetings.</p> <ul style="list-style-type: none"> <li>• July 13 – <b>CANCELLED</b>- individual work groups to work on supply lists adjustments and forms</li> <li>• July 27 – AT meeting (sign off on supply lists and forms; current/ interdependent workflows &amp; SOPs)</li> <li>• August 10 – Working groups (workflows/ SOPs)</li> <li>• August 24 – AT meeting</li> <li>• Sept 7 – Working groups (workflows; simulations)</li> <li>• Sept 21 –AT meeting</li> <li>• Oct 5 – Working groups</li> <li>• Oct 19 – AT meeting (<b>Opening of MOB</b>)</li> <li>• Nov – Working groups</li> <li>• Nov – AT meeting</li> </ul>	Co-chairs

## AGENDA

- |  |   |  |
|--|---|--|
|  | <ul style="list-style-type: none"><li>• Dec – Onboarding of Hospital staff begins</li><li>• Jan – Onboarding continues</li><li>• Feb – Onboarding</li><li>• Mar – Simulations</li><li>• Apr – OPENING ☺ ☺ ☺</li></ul> |  |
|--|---|--|

Notes

## AGENDA

### The Woodlands Activation Team Meeting Patient Care Services

(Acute Care, Critical Care, EC, Periop Services, Anesthesia, Cancer/Infusion Center, Respiratory Therapy)

#### **Logistics**

<b>Date:</b>	August 24, 2016	<b>Time:</b>	2:30 – 3:30
<b>Location:</b>	Main Campus PAV- Support Services (E.315.07)	<b>Duration:</b>	1 hour

#### **Agenda Items**

		<b>Owner(s)</b>
	Sign off equipment list adjustments. Identification of policies/ procedures, guidelines and contracts requiring modifications; plan for forms and supply lists review.	
1	<b>MOB opening - October</b> <ul style="list-style-type: none"> <li>Ambulatory Services (Cancer Center) Activation Team update</li> </ul>	Kim Holt
2	<b>Focused Topics – Buckets of work</b>	
2a	<b>Project Plan-</b> Summary of Activation Team work/ progress (PowerPoint)	Co-chairs
2b	<b>Staffing</b> - Job descriptions, WHPUOS and training documents should all be completed.  <u>DELIVERABLES:</u> <b>PAST DUE-</b> if you haven't uploaded/ entered the following information, please do so ASAP: <ul style="list-style-type: none"> <li>Modified job descriptions (if modifications needed)</li> <li>Current training documents</li> <li>Modified training documents (if modifications needed)</li> <li>Onboarding/ preceptor capacity</li> </ul>	Co-chairs  100% complete
2c	<b>Scope of Care</b> - Progress on Scope of Care documents.  <u>DELIVERABLES:</u> <b>PAST DUE</b> <ul style="list-style-type: none"> <li>6/15/16: First draft uploaded to the team site after initial meeting.</li> </ul> <b>DUE</b> <ul style="list-style-type: none"> <li>8/10/16- final scope uploaded to team site folder: <a href="#">Final Scope of Care documents</a></li> </ul> <p>*Leaders from all campuses will work in sub-teams to review/update with physician involvement.</p>	Each area to provide an update on progress  50% COMPLETE
2d	<b>Policies and Procedures</b> - Progress on policy/ procedures or guidelines requiring modification.  <u>DELIVERABLES:</u> <b>PAST DUE</b> <ul style="list-style-type: none"> <li>6/15/16- department/unit specific guidelines or policy/procedure type documents NOT in PolicyTech uploaded to team site (<b>RT, Periop missing</b>)</li> <li>6/30/16 - Upload lists of policies/ procedures or guidelines requiring modification.</li> <li>(Acute Care, EC, Critical Care &amp; Cancer Center DONE; <b>RT, Periop have no modifications needed?</b></li> </ul>	Each area to provide an update on progress  50% COMPLETE

## AGENDA

	<b>DUE</b> <ul style="list-style-type: none"> <li>• Review of policy/ procedures &amp; guidelines requiring modification- 8/24 (file with a tab for each area's review has been saved to the team site; file name "z Changes needed")</li> <li>• Assignment of policy/ procedures &amp; guidelines to champion for editing and submission for approval- 8/24</li> <li>• All edits/ modifications completed and submitted for approval- 9/28</li> </ul>	
2e	<p><b>Workflows/ Operations</b></p> <p>Manny Hill and Ashley Tish from Business Process Transformation (BPT) to share how they can help with workflows. SmartDraw access requested for the following team members: <a href="#">link</a></p> <p>Individual work groups should begin to focus on workflows/ operations. Each group should:</p> <ul style="list-style-type: none"> <li>• Review list of key interdependencies for workflows that may need to be edited</li> <li>• Process map patient flow through the department and identify workflows that need to be created or modified; <b>all processes should be mapped out.</b></li> </ul> <p><b>DUE:</b></p> <ul style="list-style-type: none"> <li>• Identification of workflows / modifications needed due 9/21/16 (extended to 9/21)</li> <li>• Workflows (process mapping) due 12/14/16 (extended to 12/14)</li> </ul>	<b>NEW FOCUS AUGUST-SEPT</b>
2f	<p><b>Equipment, supplies and forms/ Contracts</b></p> <p>Supplies- Omnicell and special procedure carts supply lists have been uploaded to the team site. Throughout July, individual work groups will review and finalize changes.</p> <p>Forms- each area needs to create a list of forms needed for ordering. Please do not forget downtime forms (downtime binders) and any unit/clinic specific forms (unofficial TCH forms). Final list of forms for ordering is due 7/27/16.</p> <p>Contracts- list of cost centers sent to Jerryck by 7/13/16. Meeting to finalize changes scheduled 7/28/16.</p> <p><b>DELIVERABLES:</b></p> <p><b>PAST DUE</b></p> <ul style="list-style-type: none"> <li>• 6/20/16- adjustments to equipment lists.</li> <li>• 6/29/16- submit final equipment lists to William (Bill) Wright for purchasing.</li> <li>• 7/13/16- list of cost centers due to contract specialist</li> <li>• 7/27/16- supply lists adjustments and forms purchase order</li> </ul> <p><b>DUE</b></p> <ul style="list-style-type: none"> <li>• 8/29/16- Identify contracts requiring modification or missing contracts specific to your area</li> </ul> <p>*Leaders will work together to ensure contracts are current and supplies, equipment and forms are ordered.</p>	All  <b>90% COMPLETE</b>
2g	<b>Mock Drills/ Simulations</b>	

## AGENDA

	No current updates- more to come in September- a lot of work has been done by the Educators throughout July and August.	
3	<p><b>Summary of Deliverables (RED BOLD = outstanding past due)</b></p> <ul style="list-style-type: none"> <li>• Key interdependencies (2/23/16)</li> <li>• Edited job descriptions (3/31/16)</li> <li>• Modified training/ orientation documents (pathways, competency checklists, training modules, etc- 4/8/16)</li> <li>• Scope of Care initial drafts (6/15/16)</li> <li>• Lists of policies and procedures and department specific guidelines uploaded (6/15/16)</li> <li>• Onboarding/ preceptor capacity (enter capacity on template saved to team site- training folder- file name "Preceptor Capacity"; 6/15/16)</li> <li>• Equipment lists adjustments (6/20/16)</li> <li>• Final equipment lists for approval (6/29/16)</li> <li>• Lists of policies, procedures and guidelines requiring modification (6/30/16)</li> <li>• <b>Final supply lists and forms/ documents needed for order approval (7/27/16)</b></li> <li>• <b>Final Scope of Care documents (8/10/16)</b></li> <li>• <b>Identification of workflows / modifications needed (8/24/16)</b></li> <li>• <b>Contract review and modifications needed (EXTENDED TO 8/29/16)</b></li> <li>• <b>Policy/ procedures and guidelines submitted for approval (9/28/16)</b></li> <li>• <b>Workflows process mapping (10/19/16)</b></li> </ul>	All
4	<p><b>Future meetings:</b> as of 7/13/16 the activation team will meet once a month (end of the month) and working groups will meet once a month. Each area AD will organize the working meeting- not all members of the activation team will be included in each area's working meetings.</p> <ul style="list-style-type: none"> <li>• July 13 – CANCELLED- individual work groups to work on supply lists adjustments and forms</li> <li>• July 27 – AT meeting (sign off on supply lists and forms; current/ interdependent workflows &amp; SOPs)</li> <li>• August 10 – Working groups (workflows/ SOPs)</li> <li>• August 24 – AT meeting (sign off on forms to be ordered; contract edits due; workflows)</li> <li>• Sept 7 – Working groups (workflows; simulations)</li> <li>• Sept 21 –AT meeting</li> <li>• Oct 5 – Working groups</li> <li>• Oct 19 – AT meeting (<b>Opening of MOB</b>)</li> <li>• Nov – Working groups</li> <li>• Nov – AT meeting</li> <li>• Dec – Onboarding of Hospital staff begins</li> <li>• Jan – Onboarding continues</li> </ul>	Co-chairs



Opening 2017

## AGENDA

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|  | <ul style="list-style-type: none"><li>• Feb – Onboarding</li><li>• Mar – Simulations</li><li>• Apr – OPENING ☺ ☺ ☺</li></ul> |  |
|--|--|--|

### Notes



Opening 2017

## AGENDA

### The Woodlands Activation Team Meeting Patient Care Services

#### **Logistics**

<b>Date:</b>	August 31, 2016	<b>Time:</b>	330p-430p
<b>Location:</b>	MOB	<b>Duration:</b>	1 hour

#### **Agenda Items**

	<b>Topic</b>	<b>Owner(s)</b>
	Workflow needs assessment planning	ADs/ BPT
1	Groups to combine?	
2	Schedule for meetings	
3	Meeting details/ responsibilities	
4	Follow-up needed	
5	Summary of plan	Kim

#### **Notes**

## AGENDA

### The Woodlands Activation Team Meeting Patient Care Services

#### **Logistics**

<b>Date:</b>	September 16, 2016	<b>Time:</b>	2p-3p
<b>Location:</b>	MOB 4 <sup>th</sup> floor bullpen work area	<b>Duration:</b>	1 hour

#### **Agenda Items**

All Patient Care Services leaders

\*\*PREWORK: bring 2 workflows with you- an existing workflow that has been mapped out and another that is written, but not mapped out.\*\*

Topic	Owner(s)
<b>Workflows 101</b>	
1 Overview of workflows	
2 Description & meanings of most common flowchart symbols	
3 Workflow flowchart basic guidelines	
4 SmartDraw- editing a mapped out workflow	
5 SmartDraw- creating a new workflow	BPT

#### **Notes**

**AGENDA**
**The Woodlands Activation Team Meeting**  
**Patient Care Services**

Attendees: Ketrese White, Kim Holt, Mary Williams, Rebecca Twigg, Misty Berry, Ellen Nattenburg, Jessica Smith, Suzette Wiener, Susan Romero, Karen Lettre, Liz Wuestner, Tam Dubose, Ramoe Enad, Barabara Snow, Jackie Newton, Mindy Shearer

**Logistics**

<b>Date:</b>	September 21, 2016	<b>Time:</b>	2:30 – 3:30
<b>Location:</b>	Woodlands MOB Conference Room 5 <sup>th</sup> floor (WM.0580.32)	<b>Duration:</b>	1 hour

**Agenda Items**

		<b>Owner(s)</b>
	Sign off equipment list adjustments. Identification of policies/ procedures, guidelines and contracts requiring modifications; plan for forms and supply lists review.	
1	<b>MOB opening - October</b> <ul style="list-style-type: none"> <li>Ambulatory Services (Cancer Center) Activation Team update: Soft opening coming soon!!!</li> </ul>	Kim Holt
2	<b>Focused Topics – Buckets of work</b>	
2a	<b>Staffing-</b> Job descriptions, WHPUOS and training documents should all be completed. <u>DELIVERABLES:</u> <b>PAST DUE-</b> if you haven't uploaded/ entered the following information, please do so ASAP: <ul style="list-style-type: none"> <li>Modified job descriptions (if modifications needed)</li> <li>Current training documents</li> <li>Modified training documents (if modifications needed)</li> <li><b>Preceptor Capacity-</b> entered on the team site (Administration – The Woodlands Administration team site- Patient Care Services - Training folder - file name "Preceptor Capacity")</li> </ul>	Co-chairs <b>99% complete</b>
2b	<b>Scope of Care -</b> Progress on Scope of Care documents. Big Scope of Care documents are being reviewed with multidisciplinary team with Medical Directors in the various areas. <u>DELIVERABLES:</u> <b>New Date:</b> <ul style="list-style-type: none"> <li>12/1/16- final scope uploaded to team site folder: <u>Final Scope of Care documents</u></li> </ul> <p>*Leaders from all campuses will work in sub-teams to review/update with physician involvement.</p>	Each area to provide an update on progress <b>50% COMPLETE</b>
2c	<b>Policies and Procedures-</b> Progress on policy/ procedures or guidelines requiring modification. <u>DELIVERABLES:</u> <b>PAST DUE</b> <ul style="list-style-type: none"> <li>6/15/16- department/unit specific guidelines or policy/procedure type documents NOT in PolicyTech uploaded to team site (<b>RT, Periop missing</b>)</li> <li>6/30/16 - Upload lists of policies/ procedures or guidelines requiring modification.</li> <li>(Acute Care, EC, Critical Care &amp; Cancer Center DONE; <b>RT, Periop have no modifications needed?</b>)</li> </ul>	Each area to provide an update on progress <b>50% COMPLETE</b>
	<b>DUE</b>	



## **AGENDA**

	<ul style="list-style-type: none"> <li>Patient Care Policies/Special Care Policies/General Nursing Care Policies Initial Review completed; next steps to assign policy shepard to work with the policy owner to make necessary changes.</li> <li>All edits/ modifications completed and submitted for approval- 10/28</li> </ul>	
2d	<p><b>Workflows/ Operations</b></p> <p>BPT team worked with Woodlands leaders on Smart Draw for Workflows on 9/16/2016; areas are to begin working on workflow documents. When working on Workflows- if there is a workflow process step question please place process step in yellow- we will use this color to determine a step that may not be decided yet. Example: i.e. who can direct admit to Acute Care from the hospital.</p> <p>Workflows unique to The Woodlands need to be developed and workflows from Main or West Campus that need modification should be identified.</p> <p><b>DUE:</b></p> <ul style="list-style-type: none"> <li>Identification of workflows / modifications needed due 8/24/16.</li> <li>Workflows (process mapping) due 11/19/16 (extended).</li> </ul>	<b>NEW FOCUS AUGUST-SEPT</b>
2e	<p><b>Equipment, supplies and forms/ Contracts</b></p> <p>Supplies- Omnicell and special procedure carts supply lists have been uploaded to the team site. Throughout July, individual work groups will review and finalize changes.</p> <p>Forms- each area needs to create a list of forms needed for ordering. Please do not forget downtime forms (downtime binders) and any unit/clinic specific forms (unofficial TCH forms). Final list of forms for ordering is due 7/27/16.</p> <p>Contracts- list of cost centers sent to Jerryck by 7/13/16. Meeting to finalize changes scheduled 7/28/16.</p> <p><b>DELIVERABLES:</b></p> <p><b>COMPLETED:</b></p> <ul style="list-style-type: none"> <li>6/20/16- adjustments to equipment lists.</li> <li>6/29/16- submit final equipment lists to William (Bill) Wright for purchasing.</li> <li>7/13/16- list of cost centers due to contract specialist</li> </ul> <p><b>COMPLETED</b></p> <ul style="list-style-type: none"> <li>7/27/16- supply lists adjustments and forms purchase order (Completed)</li> <li>6/29/16 (extending to 8/29/16)- Identify contracts requiring modification or missing contracts specific to your area (Cancer Center met due date; due date extended to 8/29 for all other areas)</li> </ul> <p>*Leaders will work together to ensure contracts are current and supplies, equipment and forms are ordered.</p>	All  <b>75% COMPLETE</b>
2f	<p><b>Mock Drills/ Simulations</b></p> <p>No current updates- more to come in October.</p>	
3	<p><b>Summary of Deliverables (RED BOLD = outstanding past due)</b></p> <ul style="list-style-type: none"> <li>Key interdependencies (2/23/16)</li> <li>Edited job descriptions (3/31/16)</li> <li>Modified training/ orientation documents (pathways, competency checklists, training modules, etc- 4/8/16)</li> </ul>	All