SESSION ZERO

-STAKEHOLDERS

-MD, RN, case management, bed control, residents, administration

-LEAN METHODOLOGY

-Toyota Background: Culture of continuous improvement, data-driven, metrics-driven

-Transformative Learning

-Burning Platform: Who drives the need for change? (The patient) Who knows best how to do this? (The experts are from where the work is done)

-Continuous Improvement: One successful project can lead to other projects or refinement of current successes.

-Genba Walk: Experts are from Where the Work is Done

-Tools: VSA, RIE, A3

-Elimination of 8 Kinds of Waste

-Sustainability

-THE RAPID IMPROVEMENT EVENT (RIE)

-No distractions, all stakeholders in one room

-Leave your title at the door, leave your ego at the door

-Real-time, live discussion: “Working the problem” in real time with direct content experts

-Use RIE, A3, Genba walk, and other LEAN tools to:

-Identify CURRENT STATE and workflow

-Identify FUTURE STATE and workflow

-Identify and solve barriers/gaps

-Identify metrics

-Gather baseline data

-Create experiments

-After initiation, perform regular “pulse checks” to monitor metrics and promote sustainability

Jordan Hayes—Shift Coordinator on 3

Ashley Blubaum—on 4th

Chelsea Unkefer—2n

--Meaningful recognition, meaningful development (career)

Krasin, Tothala

CM -- ?