

## Lean Project Outline

**Project Title:** Call Light Process Improvement Project

**Project Team Work Sessions:** Location for both sessions: Advanced Technology Pavilion- Conference Room

- Session #1: Wednesday, October 24, 2012 from 8:30am-12:30pm
- Session #2: Wednesday, November 7, 2012 from 8:30am-12:30pm

**Business Case:** Current scores for the HCAHPS Domain- Responsiveness of Hospital Staff (August 2012): 61% (Top Box Score).

- Call button help as soon as wanted it: 57.4%
- Help toileting as soon as you wanted it: 65.3%

*Goals/Target VPB FY2014- HCAHPS Top Box of 76%*

**Problem Statement:** There are so many patients with so many call lights and there is so much to do.

**Goal Statement:** Make the process for answering the call light easier, better and faster so we can:

1. Reduce the number of call lights.
2. “Always” answer their calls and meet their needs. Priority: clinical and toileting assistance.

### **Project Leaders:**

Cheri Arafiles, Lean Green Belt- Hoag Experience  
Erin Jasper, Lean Black Belt- Process Improvement

### **Champions:**

Lyra Kennedy, 3E Nursing Director  
Melinda Jordan, 6W Nursing Director  
Rick Martin, CNO (Nursing)  
Jan Blue, Sr. VP Human Resources (Own It)  
Brian McGavin, Change, Leadership and OD (Own It)  
Kent Lockart, Hoag Experience (Own It)

### **Stakeholders:**

Patient and their families  
TTCCs, PCAs, RNs, and Charge Nurses  
Supporting Departments: EVS, Nutrition Services,  
Engineering

### **Team Members:**

Diana Tai, 3E/ 5W Nursing Educator  
Josie Rios, 3E PCA  
Patricia Murphy, 3E RN/ CN Relief  
Kathleen Gibson, 3E TTCC  
Sheryl Slaney, 6W PCA  
Cynthia Ruszat, 6W RN  
Zenziwe Bryant, 3E CCE

### **Supporting Team (On Stand-by):**

Zac Collier, Engineering (Zettler)  
Michael Robinson, Nutrition Assistant Lead  
Jennifer Richards, Patient Food Operations  
Denise Torok, Food Clinical Operations  
Dawn Padley, 6W Charge Nurse  
Rose Provost, EVS Manager

## **Project Team Work Session Agendas:**

### **Session #1**

Problem Statement and Objectives  
Introduction to Lean  
Review Current State Map  
Identify Waste, OFI and Define Categories  
Root Cause Discussion

### **Session #2**

Brainstorm Solutions  
Plan for Implementation  
Present findings and propose plan to Rick Martin, CNO