

ADMITTING/COMMUNICATIONS STAFF MEETING:

HOSTED BY: Mid Columbia Medical Center, Susan Pincock & Stacy Marsh

PRESENTERS: Kelly Reinhart OAHHS, Megan Spears, Stephanie Renfro

DATE: 04/15/2011

TIME: 0800-1300

AGENDA ITEMS:	DISCUSSION
GNHAMA Board Updates	<ul style="list-style-type: none"> • We have ratified the By Laws as presented to the group. • Please update your records of our Treasurer, Joan Wild's address to 10411 NE 21st Ct Vancouver, WA 98686 as some mail is still returning the misprint of the zip code. • Joan Wild's new email address is: jwild88@msn.com please update your records. • We're unsure if the July Friday workshop will take place because we do not have a host. Volunteer host is needed. GNHAMA will cover the cost of the food, all you have to do is arrange the space and the speaker. • Fall conference will be at Surfsand Resort in Cannon Beach, October 20 & 21, 2011. Reservation information will be available soon.
Kelly Reinhart from OAHHS LEAN 101	<p>(See attached copy of her slide presentation.) Kelly has a background of being an OR nurse for many years. Here are some highlights from her presentation.</p> <ul style="list-style-type: none"> • When working with employees or an organization, eliminating waste with the goal of creating value – is something to be stressed <ul style="list-style-type: none"> ○ LEAN does not mean staff layoffs. Could mean staff re-direction or re-assignment or even re-deployment but doesn't automatically mean layoffs. ○ Using the LEAN model separates the weak. It identifies those that don't want to be involved in the process. ○ No-one knows the work process better than the front line staff so they should get to develop their work processes. Don't leave them out of designing any new processes. ○ Most people come to work and want to do what they were hired to do. Most people want to do their jobs and want to do a good job, however most systems are chaotic and the staff can get frustrated by not being able to do their jobs to the best of their ability. • Before changing any processes, you really, really need to understand how the process works, to know how to fix it. Adding a process or a form isn't usually the fix that helps. • When researching how things are done, a big red flag is when you ask someone how they do a process and they say "well it depends" or "well this is how I do it" – that really shows a lack of standardized work. <ul style="list-style-type: none"> ○ Identify why the length of time can be so long, like location of printers, over scheduling etc. ○ Identify your value added time vs. your non-value added time. • Try to avoid having people read Policies and Procedures because studies show that it's very hard to read and retain written word. But if you use a value stream map, (see slide presentation) pictures stick in people's mind better. • "People protect what they create" so it's important to get their involvement from the beginning. • Kelly showed a copy of large yellow paper (attached) that helps you map out the process and identify problem areas. <ul style="list-style-type: none"> ○ You need to spend the most time learning about the process and validating it with the people who do the work, and less time about solutions.

	<ul style="list-style-type: none"> ○ State what the problem is and then start asking why until you get to the root cause. ○ ○ Then sketch out what you would like for it to look like ○ Auditing needs to take place on the new process daily for at least 3 weeks. It takes 3 weeks to build a habit. Then go to once a week, once a month, once every three months etc. ○ 5S – this is where you get the biggest bang for your buck ○ A spaghetti map is where you draw lines and line out the traffic that an employee goes through on his/her shift – like putting supplies in the patient rooms etc.. Your goal should be to eliminate lots of walking or backtracking. ● Organize your area. <ul style="list-style-type: none"> ○ Make parking spaces for items in store rooms and put a laminated picture on the floor so that people know exactly where to put it back. ○ Create a check-off like you see on the back of a bathroom door in a public bathroom so that one person each shift is responsible for checking off to make sure things are put back where they belong. ○ Send back excess inventory to supply – saves space ○ Works on desks too. Red tape off areas for stat orders, green tape off for non-stat orders ○ Move simple things like where your paper towel dispensers are located. ○ Put par levels – the amount that you’re supposed to have ordered and kept in the department. ● “Take the time it takes, to take less time” ● The CEO’s have to round – go look at the good work that’s being done. <ul style="list-style-type: none"> ○ Have the staff post their good work that their doing on a wall for the CEO’s to view. ● As a recap: <ul style="list-style-type: none"> ○ Lean is not necessarily creating a new process; it’s looking at existing processes to see how you can improve. ○ Get rid of the “blame and shame”. Give the employees the ability to stop and work on something that needs to be fixed. ○ “There are no rules with creativity.”
<p>Megan Spears Disorder to Order</p>	<p>Background & how she met Susan Pincock - She had done a donation for a raffle to donate some of her time to someone to help them get organized. She's an organization consultant and she works with individuals to help them get organized. Susan won and Megan helped her organize her kitchen. Then 1 month later Susan called Megan and asked her to speak at this conference.</p> <p>Presentation (Megan's words) - Change is an amazing thing. Some people can be so scared of it. I am so glad that all of you recognize the importance of change. Susan gave me a tour of their space here at MCMC and I got a glimpse of what you do. (She had everyone stand up and give each other a high five because she thinks what we do is amazing.) You have a really hard job. The hardest thing we face is the difference between habit and system. The human needs to have behavioral habits to make a system work. We're going to talk about how to organize our work space. You may be wondering “what’s in it for me?” (She asked us what we wanted to get out of it.) One suggestion was; how can we get 24 people on board to share the same space. Another person suggested that we talk about hoarding.</p> <p>(She used an analogy that had a glass, large rocks, medium rocks and fine tiny rocks – like sand. Each person starts the day with an empty glass.) The big rocks are the huge projects. The medium ones are the important daily things that aren't the huge rocks, the sand is used for the things that fill your day that aren't really significant – like face book or retyping your phone</p>

list. When you start your day, are you putting in your big rocks or are you starting with your insignificant things? Kevin Costner in Field of Dreams said "If you build it, they will come". I truly believe that if you plan it, it will happen.

My three basic principles are:

A – know your priorities; know your goals & responsibilities

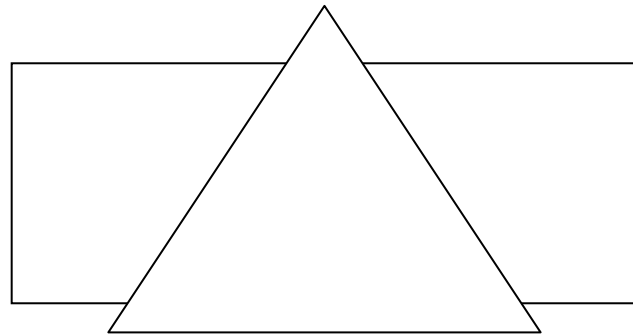
B – use a planning system to get there

C – make time to plan your life – you can't neglect it

Susan and I were trying to come up with an acronym to use for today's meeting. We came up with the word S.Y.N.C. for 'SYNC your space'. I wanted to give you at least one nugget that you can take back to your areas and apply.

S = space planning

- Vertical space is prime real-estate. Most people overlook it completely. Use a book shelf or wall pockets. If you stack things horizontally, I guarantee you that you don't know everything that's in that pile. But if you stack things vertically, you probably know exactly what's there.
- Put small printers on top of organizations shelves if they're not too heavy.
- Put your phone on the wall.
- Plan your work surface using this rectangle/triangle method. Picture the rectangle as your desk and the point of the triangle as where your computer sits.



- Place your computer at the central point
- Make sure your printer is not taking up valuable desk top space
- Put your essentials like tape, stapler etc. under the monitor
- Organize your binders in standing order
- "Vertical is visual, horizontal is hidden"

Y = your energy cycle

- Your energy dictates what you're going to do
- Think about the ebs and flows of your day & plan accordingly.
- Understand your energy to be effective. Ask yourself these questions:

- The mornings are the best time for me to do what?
 - The afternoons are the best time for me to do what?
 - The evenings are the best time for me to do what?
 - When are you most productive?
 - Where should you put your big rocks? During your peak time when you have more energy. You can do 10 times the amount of work during your peak times than you can during any other time of the day.
 - What motivates you?
 - What recharges you?
 - Find your motivators – your kids, do you like to get up and get a drink of water, do you turn on music,
 - Find things that motivate you to help you recharge
- N = name your learning style
- Visual
 - Take in surroundings
 - Values a visual environment
 - Responds to color, charts or symbols or written instruction
 - Tools for Visual: Colored files or system coding, hand written notes or instructions.
 - Auditory
 - Focus through listening
 - Appreciates sound and music
 - Responds through listening (voicemails or verbal instruction)
 - Tools for Auditory: Voicemail or verbal instructions, Music or background noise
 - Kinesthetic
 - Likes motion, standing or walking around
 - Spatial understanding, distance and floor plan flow
 - Responds by doing and practicing
 - Tools for Kinesthetic: Instructions through showing and doing, Ability to move around (gets up and down)
 - Tactile
 - Likes to touch and using their hands
 - Focuses while touching, chewing, writing or doodling
 - Responds to physical practice
 - Tools for Tactile: Writing instructions down themselves, Stress balls or something they can touch
 - Other processing modalities:
 - Taste & smell
 - Verbal
 - Emotional
 - Cognitive
 - Intuitive
 - Work into their strengths
 - Don't put a kinesthetic person at the SWB
 - Ask a tactile person to write something down while you're teaching it to them
 - "Utilize your strengths to support your weaknesses"

C = control the paper

1. 1+4 does not equal 5, it should equal less paper
2. Paper is the reality that we live in
3. Electronics are a nice thing, but remember that tactile people need to touch the paper
4. Create one command center, have a place where all of the paper comes in and out.
 - o Make sure it's vertical
 - o Have it hold only the action related "somethings"
5. When trying to organize or re-organize your paper, take these four action steps:
 - o Action: Just **Start** somewhere
 - o Action: Create a **Routine**
 - Sort your paper once a day or once a week. Create your routine based on your volume and stick to it.
 - o Action: Discard the garbage
 - 90% of paper that we keep is garbage
 - o Action: **Sort** what's left
 - To-do (requires you to physically do something with it)
 - To-file (the papers from this conference are not a file item, bookmark the resources on the internet and throw it away. File items are reference ONLY. You will go back and refer to it.)
 - To-read (read and recycle, read and give to your neighbor)

Finally, there are 5 things that I'd like to leave you with regarding your suggestions about 24 people sharing the same space and hoarding. They are:

- 1) Make time to manage your time
- 2) Consider your space set up
 - Get everyone's buy-in
 - Have each person fill out a survey on how you like the space, how you want to see the space. How they see the space.
 - The "mights" never happen so don't plan your space around them.
- 3) Know your peak times
- 4) Use your learning style to organize
- 5) Control the paper as it comes in rather than letting it build up

<p>Stephanie Renfro R.E.L. (Race, Ethnicity & Language)</p>	<p>I came to Quality Corp last spring. My very first assignment was to look at the REL data that is currently being collected. (Please refer to her power point as it has most of the information that she discussed.) She also added in these points:</p> <ul style="list-style-type: none">• The whole goal of collecting REL is to reduce racial disparities• We are overall, trying to understand the conditions that these people face• I found that hospitals were all collecting the data in one form or another, but were all saving the data differently.• The ultimate goal is for patient's to receive the highest quality of care• Remember, we have to collect data from all patients. Can't just ask patients that look friendly.• It's important to tell the patient's why we're asking• The patient's have to self report, we cannot eyeball them• On the standard list of races, Hispanic has been eliminated because being Hispanic is more of an ethnicity and is not a race. You can be Hispanic and black, Hispanic and White etc.• Also, Hispanic is the only ethnic group that does not have its own race.
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