Using Lean Six Sigma to Improve Patient Safety and Staff Satisfaction in a Pediatric Hospital
Welcome!

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Why did Mt. Washington Pediatric Hospital Partner with Soriant?
What challenges was Mt. Washington having?
What is a Rapid Improvement Event (RIE)?
What is a Rapid Improvement Event (RIE)?

Rapid Improvement Event (RIE)  An Action-Focused, Multi-Disciplinary Way of Tackling a Problem in a Short Time Period Using Lean Six Sigma Tools
When should a RIE be used?
RIEs Work Best For...

Well-Defined Scope & Complex Process
Who should participate in a RIE?
RIEs Work Best When…

The Participants are the People on the Frontlines who Actually Do the Work
What if participants aren’t familiar with Lean or Six Sigma?
LEAN TOOLS

5 KEY CONCEPTS
- Customer Defines Value
- Map Process
- Create Flow
- Allow Customers to Pull
- Continuous Improvement

4 STEP PROCESS
1. Map The Current State
2. Identify Waste
3. Create The Future State
4. Continuous Improvement

GO TO THE GEMBA

VALUE
- Non-Value Added
  - Eliminate
- Value-Enabling
  - Minimize
- Value-Added
  - Optimize

WASTE
- D: Defects
- O: Over Production
- W: Waiting
- N: Neglected Talent
- T: Transportation
- I: Inventory
- M: Motion
- E: Excess Processing

Soriant
Who participated in the RIE at MWPH?
What happened during the RIE?
Current state map formula receiving

KEY:
Blue top: Materials management
Purple top: Nutrition
Yellow: Nursing
Purple bottom: IT
Blue bottom: MDs
Pink: Waste
Average Formula vs. Breast Milk Orders by Hour and Day

July - October

Breast Milk Average Orders

Formula Average Orders
Future State Map – Formula Receiving

**KEY:**
- Blue top: Materials management
- Purple top: Nutrition
- Yellow: Nursing
- Purple bottom: IT
- Blue bottom: MDs
- Pink: Waste

**Future State Key:**
- Pink: Waste → Changes to test
- Bright Blue: Changes to implement
- Bright Yellow: Problems will be addressed once MMIS is implemented
- Orange: New shelving Implementation
Results?
<table>
<thead>
<tr>
<th></th>
<th>Collect</th>
<th>AM Prep</th>
<th>Delivery</th>
<th>Usage Time</th>
<th>Collect</th>
<th>PM Prep</th>
<th>Delivery</th>
<th>Usage Time</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BREAST MILK</strong></td>
<td>6:30 am</td>
<td>10:30 a – 12p</td>
<td>12:30 p</td>
<td>1 p – 10 p (9 hrs)</td>
<td>2 pm</td>
<td>3 p – 6 p</td>
<td>6:30 p</td>
<td>10 p – 1 p (15 hrs)</td>
</tr>
<tr>
<td><strong>FORMULA</strong></td>
<td>n/a</td>
<td>8 a – 10 a</td>
<td>12:30 p</td>
<td>1 p – 10 p (9 hrs)</td>
<td>n/a</td>
<td>3 p – 6 p</td>
<td>6:30 p</td>
<td>10 p – 1 p (15 hrs)</td>
</tr>
</tbody>
</table>
Technology
Patient Refrigerators

Before

After
Family Receiving Station
Hi,
When printing labels please leave a blank one out at all times. (Helps the labels to not jam) - Thanks
Family Receiving Station

After
Nutrition Lab Storage

Before

After
Advice?
<table>
<thead>
<tr>
<th>Action #</th>
<th>Task Description</th>
<th>Status</th>
<th>Notes/Comments (key stakeholders, potential barriers, special considerations)</th>
<th>Responsible Individual(s)</th>
<th>Start Date</th>
<th>Anticipated Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Change BrM expiration times for fresh (96 hrs) and frozen milk (6mos) in Timeless</td>
<td>Completed</td>
<td></td>
<td>Timeless</td>
<td>11/30/117</td>
<td>1/31/18</td>
</tr>
<tr>
<td>2</td>
<td>Product Scanning (Peptamen Junior/Fiber)</td>
<td></td>
<td>This will occur once upgrade is made to version 6.4.3.5</td>
<td>MWPV VPs</td>
<td>11/30/17</td>
<td>2/7/18</td>
</tr>
<tr>
<td>3</td>
<td>Labels in larger font</td>
<td></td>
<td>Team agreed that bolding the expiration date, time and total kcal/oz would be sufficient</td>
<td>Timeless</td>
<td>11/30/17</td>
<td>1/3/18</td>
</tr>
<tr>
<td>4</td>
<td>Caps lock when logging in (for nursing)</td>
<td>Working with IT</td>
<td></td>
<td>Tim</td>
<td></td>
<td>9/1/18</td>
</tr>
<tr>
<td>5</td>
<td>Run language data report; report back on top 5 languages</td>
<td></td>
<td>5 top languages: English ( ), Spanish (5%), ..</td>
<td>Tim</td>
<td>11/30/17</td>
<td>11/30/17</td>
</tr>
</tbody>
</table>
Thanks for Joining Us!

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