

Stoplight Report: HMC – SPS Rounding Follow-up 2012 1st Quarter (Jan 2012 – Feb 2012)

Completed! *These are opportunities that we were able to answer.*

- ✓ **Supervision is needed on each shift.** Two new supervisors have been added in past 6 months.
- ✓ **Lead on-call is excessive with Supervisors on-call.** Lead on-call abolished December, 2011.
- ✓ **Bench assignments are needed.** Staff now follow bench schedule, as created by Leads, throughout each shift.
- ✓ **Requisition & document holder is needed.** Order placed, awaiting delivery.

Work in Progress: *These are opportunities that we couldn't answer right away, but are working on.*

- ⚠ **A designated training position and standardized training is needed.** Training Lead position has been posted and recruitment is underway. Training Team to be developed to standardize training in the coming months.
- ⚠ **Teamwork and communication need to improve.** Continuous process, which requires a 100% commitment by SPS Leadership and SPS Staff. An improvement is noted; however, staff and leads meetings must continue along with a full commitment by all facets of the SPS staff to work as a TEAM.
- ⚠ **What is the status of the Lean Committee's workstation reconfiguration?** Re-configurations/optimizations and new chairs are pending ergonomic consultant's recommendations in March, 2012.
- ⚠ **New chairs are needed in SPS.** We are currently working on this request with ergonomic consultant and Lab Med Facilities Management.
- ⚠ **An electronic means to clock in and out is needed for accurate timekeeping.** Kronos arrives March 19, 2012.
- ⚠ **Teamwork improvements are a constant project that we all continue to work on.**
- ⚠ **Staff scheduling process needs improvement.** Maplewood Scheduling software is being piloted at UWMC SPS and Micro and should be introduced to HMC SPS in the coming months.
- ⚠ **Courier / Delivery Express scheduling needs improvement.** Working with SPS Leaders and Delivery Express to improve schedules, especially historically problematic holiday courier scheduling.
- ⚠ **Time stamp continually breaks.** Supervisors and Susan are working to repair and/or replace time stamps.
- ⚠ **Greater phlebotomy coverage is needed.** 24/7 on demand phlebotomy to be fully implemented July 2012.

We can't do now and here is why: *These are requests that we cannot do at this time and the reason why.*

- ⊘ **Nursing staff pre-logging AM, Noon, and PM draws.** More info to come as CPOE is unveiled in Sept. 2012.
- ⊘ **Move to using only Alpine for email communications.** People outside of SPS also use the LIS to communicate information to us, for now.

The Stop Light Report is a way to communicate in writing (post on communication boards) how the ideas/concerns harvested in rounding are dealt with. Green Light items are things that have been addressed and are complete. Yellow Light items are things in progress. Red Light items are those issues or ideas that cannot be done with the reason why.

