



Stoplight Report: HMC – SPS Rounding Follow-up 2012 3rd Quarter (July 2012 – September 2012)

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

- ✓ **Floors in SPS need cleaning/waxing.** Floors have been cleaned/waxed as of mid-October.
- ✓ **New paper holders/clips are needed to hold requisitions to avoid neck strain.** Two new requisition clips are now in use in SPS.
- ✓ **Wireless phone headsets are needed.** Two new wireless phone headsets are now in use in SPS.
- ✓ **More lab coats are needed (especially smaller coats).** New lab coats have been ordered, including smaller sizes.
- ✓ **Staff scheduling process needs improvement.** Maplewood Scheduling software (Schedule Ready) has been implemented in SPS at HMC.
- ✓ **The sliding drop off window in SPS is unsafe and not secure.** Window is now locked and secure.
- ✓ **Large biohazard bags used to transport blood culture carrier devices are weak and frequently rip.** Stronger biohazard bags are now in use.
- ✓ **More computer stations are needed in SPS.** Two additional work stations were added (CPOE/LADDON station and reference lab area.)

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

- ⚠ **Results should not be printed and tubed to floors during periods of ORCA downtime.** The Lab IT staff is currently conducting a survey of all units in an attempt to reduce or remove the need for this action to occur.
- ⚠ **More staff is needed.** Progress was made but a handful of critical vacancies remain. Active recruitment is underway to hire qualified new team members.
- ⚠ **Reevaluate the emergency minimums on all shifts.** Post-CPOE workload graphs and corresponding staffing levels will be developed and reviewed in the 4th quarter.
- ⚠ **Teamwork and communication need to improve.** Continuous process, which requires a 100% commitment by SPS Leadership and SPS Staff. Employee Partnership Survey results were shared with the staff. Strengths and opportunities for improvement were identified. November staff meetings will focus on opportunities for improvement.
- ⚠ **What is the status of the Lean Committee's workstation reconfiguration?** Ergonomic consultant's evaluation was completed. Two adjustable height workstations and accessories have been ordered. The stations will be tested on the floor in SPS during the 4th quarter. Successful testing will result in ordering of additional work stations.
- ⚠ **When will peer interviewing begin?** The peer interview questions are being developed and standardized on a Department-wide basis. Upon completion, all Divisions in the Department of Laboratory Medicine will begin conducting peer interviews during the hiring process.
- ⚠ **An electronic mechanism to track all specimens is needed.** Working with Pathology and Hospital Administration to obtain an electronic mechanism to track specimens.
- ⚠ **The Call Center expansion should include HMC.** Our intent is to provide Call Center coverage at HMC in 2013.

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

- 🚫 **Individual statistics with error ratios and productivity reports are needed.** Standard method to gather metrics must first be developed. We must await the completions of some other projects prior to moving forward with this project.
- 🚫 **Document/Req Scanning.** We are collaborating with Industrial Engineering and Medical Records to analyze industry standards and explore available options.

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.