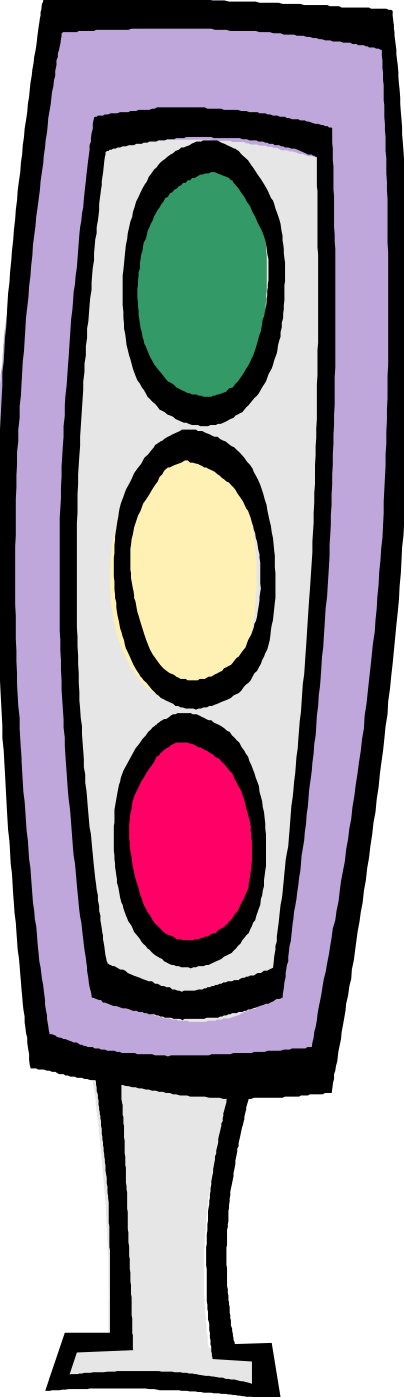


HMC SPS Stoplight Report: Rounding Follow-up 2012 4th Quarter (October 2012 to December 2012)

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- ✓ **Completed!** *These are opportunities that we were able to answer*
 - ✓ **When will peer interviewing begin?** Selected staff members have been trained and conduct peer interviews as of January 2013. Additional staff will be trained to conduct peer interviews as initiative is demonstrated to assist with the new hire training process.
 - ✓ **Site-specific safety representatives are needed.** Training Leads have assumed this role along with assistance from the Operations Lead.
 - ✓ **The drop off window needs to be moved away from the tube station.** Drop off window has been moved successfully.
 - ✓ **A schedule for lab “deep cleaning” needs to be implemented.** Monthly “deep cleanings” have been scheduled.
 - ✓ **The telephones in SPS are not functioning properly.** Teleservices corrected all reported problems in December 2012.
 - ✓ **Centralized vessel for communication is needed:** SPS Tools web site became the centralized location for communication in SPS.

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

- ⚠ **New Lean workstation reconfiguration status.** Two adjustable height workstations and accessories have been received at UWMC and will be tested in January. Successful testing should result in the ordering of multiple new workstations for both HMC and UWMC.
- ⚠ **New Red PCs are needed.** Request has been submitted to IT to replace all Red PCs in SPS
- ⚠ **Reevaluate the emergency minimums for staffing on all shifts.** Staffing to workload graphs are now being utilized as recruitment occurs for vacant positions. More accurate minimum staffing volumes are expected to be defined soon.
- ⚠ **Updated procedures and standardized training is needed.** Quality/Training Team meetings are occurring with increased frequency and with a focus on the updating SPS policies and procedures, ensuring staff competency and standardizing training.
- ⚠ **Teamwork and communication need to improve.** Continuous process, which requires a 100% commitment by SPS Leadership and SPS Staff. Press Ganey Employee Partnership Survey identified strengths and opportunities for improvement. November staff meetings were dedicated to obtaining staff feedback.
- ⚠ **An electronic mechanism to track all specimens.** Manual process has been advanced while we continue to pursue an electronic mechanism to track specimens. Also, SPS leadership has participated in several product demonstrations to become more educated consumers as we seek to purchase a tracking product.
- ⚠ **The Call Center expansion should include HMC.** Our intent is to provide Call Center coverage at HMC in 2013.
- ⚠ **Need adequate centrifuges and backup centrifuges.** Broken backup centrifuge has been removed. Comparing new centrifuges for purchase in the 1st quarter.
- ⚠ **Refrigerator racks need replacing.** Currently researching products that will best meet our needs and will place order soon.
- ⚠ **Recognition Program.** Evaluating best methods to provide recognition (public vs. private) based on employee responses.

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

- 🚫 **Individual statistics with error ratios and productivity reports are needed.** Standard method to gather metrics must first be developed. We must await the completion of some other projects prior to moving forward with this project.
- 🚫 **Document/Req Scanning.** We are at the early stages of collaborating with Industrial Engineering and Medical Records to analyze industry standards and explore available options. However, higher level projects are not allowing us to apply focus to this project at the present time.

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.