

## Stoplight Report: Rounding Follow-up (August 2011 - February 2012)

- ✓ **Completed!** *These are opportunities that we were able to answer.*
- ✓ **Discontinue peeling labels off urine containers.** Urines are now disposed of in biohazard trash; thereby, negating the need to remove labels from containers.
- ✓ **Lead on-call is excessive with Supervisors on-call.** Lead on-call abolished December 2011.
- ✓ **Greater after-hours Phlebotomy support is needed.** Phlebotomist now assists in SPS Outpatient Draw area on weekends. Also, On-Demand Phlebotomy services are now inclusive of SPS.
- ✓ **Assistance is needed in Send-Outs during busy periods of time.** An arrangement has been made to provide additional support in the Send-Out area.

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

- ⚠ **New Lean workstation reconfiguration status.** Re-configurations/optimizations 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.
- ⚠ **New copy machine is needed.** Lab Administration is currently negotiating a new contract for copy machine replacement throughout Laboratory Medicine. The current contract ends in the Spring of 2012.
- ⚠ **Coat hooks are needed to replace broken coat rack.** New wall hooks scheduled to be installed in March.
- ⚠ **An electronic means to clock in and out is needed for accurate timekeeping.** Kronos arrives March 19, 2012.
- ⚠ **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.
- ⚠ **Staff scheduling process needs improvement.** Maplewood Scheduling software will be piloted at UWMC SPS and Micro in March 2012.
- ⚠ **Courier / Delivery Express scheduling needs improvement.** Working with SPS Leaders and Delivery Express to improve schedules, especially historically problematic holiday courier scheduling.
- ⚠ **Electronic Mechanism to track all specimens.** Working with Pathology and Hospital Administration on a task force to pursue an electronic mechanism to track specimens.

### **🚫 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 collaborating with Industrial Engineering 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.

