

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

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

- ✓ **Call Center expansion.** The Call Center initiates coverage in SPS at UWMC between the hours of 8 AM to 8 PM on October 29, 2012.
- ✓ **Need new refrigerators, freezers & centrifuges.** A new double door refrigerator, new -20 auto-defrost freezer and two new room temp centrifuges are now in service.
- ✓ **Reference Lab Send Outs needs cleaning and better air circulation.** A thorough cleaning occurred in September and a new fan was purchased for the area.
- ✓ **More wireless equipment is needed.** New wireless keyboards, mice, and staplers have been added to the work benches.
- ✓ **ID badges are needed for display on the outside of staff lab coats.** New pin-on style ID badges have been distributed specifically for lab coat use.
- ✓ **More small and extra small lab coats are needed.** More lab coats were ordered in the specific sizes requested.
- ✓ **New recycle bins are needed.** New recycle bins were ordered and are now in use.
- ✓ **Timely filing of requisitions needs to occur.** Filing is now performed on a daily basis by all shifts.
- ✓ **Pathology labels should be available on rolls.** Pathology labels are now available on rolls.

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

- ⚠ **New Lean workstation reconfiguration status.** 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 2012. Successful testing will result in ordering of additional work stations.
- ⚠ **A designated training position and standardized training is needed.** Training Leads are fully trained and now participate in the Quality/Training Team meetings. They are focused on the development of standardize training and updating current policies and procedures to ensure clarity and consistency.
- ⚠ **Teamwork and communication need to improve.** Continuous process, which requires a 100% commitment by SPS Leadership and SPS Staff. Press Ganey 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.
- ⚠ **Electronic Mechanism to track all specimens.** Manual process has been advanced while we continue to pursue an electronic mechanism to track specimens.
- ⚠ **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.
- ⚠ **Coach/furniture in Blood Draw designated patient waiting area needs cleaning or replacing.** Working with Facilities Management to expedite this request.
- ⚠ **The use of space in SPS needs to be optimized.** Currently rendering to scale models of SPS work area in efforts to evaluate the most efficient and effective use of space. SPS staff members are encouraged to express their thoughts regarding the optimal layout with consideration to space and workflow.

🚫 **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 and Medial 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.

