

UWMC 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*
 - ✓ **Couch/furniture in Blood Draw Waiting Room needs cleaning.** Steam cleaning occurred in December 2012.
 - ✓ **New ice chests and rolling carts are needed.** New carts and ice chests are now in use.
 - ✓ **Joint Leads Meetings need to occur more consistently.** Meetings scheduled through 2013.
 - ✓ **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.

 - ⚠ **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 and will be tested in January. Successful testing will result in ordering of additional work stations.
 - ⚠ **New Red PCs are needed.** Request has been submitted to IT to replace all Red PCs in SPS
 - ⚠ **Telephone headsets are needed.** Working with Telecommunications to identify models that our specific telephones will support.
 - ⚠ **New label barcode scanner, stapler and label printers are needed at Leads' Desk.** Awaiting arrival of new label printer, which is on order.
 - ⚠ **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
 - ⚠ **Electronic Mechanism to track all specimens.** Manual process has been advanced while we continue to pursue an electronic mechanism to track specimens.
 - ⚠ **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. Allotting more space for the Send-outs area is viewed as a priority.
 - ⚠ **New recycle bins are needed.** Larger bins are on order.
 - ⚠ **Heavy Equipment Issues (refrigerated centrifuge not latching and freezers not maintaining temperature).** Centrifuge was repaired. Working with refrigeration technicians to resolve freezer inconsistencies.

 - 🚫 **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.
 - 🚫 **Space Heaters are needed.** Space heaters were ordered last winter and were broken. Will not be replaced at this time.
 - 🚫 **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.