Welcome to:
QIA Tutorial: Quality Improvement and LEAN

The webinar will begin momentarily!
Lean Healthcare: Simplify Process, Develop People, Improve Quality

March 20, 2018
Welcome/Opening Remarks
Jeanine Pilgrim, Quality Improvement Director
IPRO ESRD Network Program
Reminders

• All phone lines will be muted

• Please submit ALL questions and comments via chat at any time

• There will be breaks for answering Q & A
Agenda

• Review: Why Lean Thinking?
• IPRO’s LEAN Journey
• Quality Improvement and Lean
• Purpose: What value for patients/family members/care partners
• Process: How to continuously improve
• People: How to engage and develop employees
• Review Tools: Performance Board/Education Station
• Resources
Today’s Presenters

Barbara Schwartz, IPRO
Senior Director
Marketing and Communications

Anna Bennett, NW2 Quality Improvement Coordinator

Jeanine Pilgrim, NW2 Quality Improvement Director
Lean History

• Started in manufacturing Toyota Post WWII
  • A series of simple innovations
  • Provided both continuity in process flow and a wide variety in product offerings
Why Lean?

• Lean in Healthcare: In Hospitals, at CMS, at IPRO
• Many principals are ALREADY in use
• Using less to do more
• Rapid Process Improvement
  • identifiable
  • can be controlled and allow for changes in process/practice to be made
IPRO’s LEAN Journey

- ESRD Lean Model Cell
  - March 2017 began to learn tools, principles, and management system behaviors required for a Lean transformation.
- Visual Management
  - Performance Boards
- Huddles
  - Weekly 15 min review
- Management Walkrounds (Gemba)
  - Monthly
  - Formal Report Out
Quality Improvement and Lean

Working to improve our Quality Improvement Activities (QIAs)

- **Reducing waste**
  - Trying to reduce excessive reporting

- **Streamlining**
  - Working to coordinate activities between QIAs
  - Education Stations to include Huddle Board Data

- **Addressing Root Cause**
  - Initial RCA
  - Reporting Monthly Successes and Barriers

- **Quality Measures**
  - Monthly Network Report Cards
  - Posting Step Progress at Education Stations

- **All Teach-All Learn**
  - ESRD NCC LANs (bi Monthly)
  - Patient Peer Mentors
  - Technician Training
  - Monthly Facility Management Walkrounds (Gemba)
Questions or Comments?
Purpose: What value?

- **Patients/Family Members/Care Partners**
  - Access to Home Therapies
  - Education
  - Better Health
  - Control

- **Staff**
  - A culture of inclusion
  - Education
  - Management Buy in
  - Exposure to Quality Improvement and Lean Principals
Process: How to continuously improve

- **Public Data**
  - Shared Goals
  - Better understanding of priorities
  - Sharing success
  - Fostering inclusion in problem solving

- **Goal Setting**
  - Fosters personal and professional improvement
  - Improved environment

- **Suggestions for Improvement**
  - Inclusive
  - Culture Change

- **Celebrate Achievement**
  - Team Building
POLL

Are you familiar with LEAN?
Does your team already Huddle?
People: Engage and Develop

- **Creative Education**
  - Defining your audience (Care Partners/Family Members)
  - Better understanding of priorities
  - Sharing success
  - Fostering inclusion in problem solving

- **Goal Setting**
  - Fosters personal and professional improvement
  - Improved environment

- **Suggestions for Improvement**
  - Inclusive
  - Culture Change

- **Celebrate Achievement**
  - Team Building
Tool: Performance Board/Education Station

- **Public Space**
  - Acts as your Huddle Board as well:
    - Update Data Weekly
  - Integrate Suggestion Box
  - Educational Materials
  - Promote Events
  - Publicize Leaders (Peer Mentors and Lead Educators)
  - Network Tool: Education Station Guidelines
Tool: Weekly Huddle

- Held at the Education Station
- Update Data Weekly
- Integrate Suggestion Box
- TRANSPARENCY
- Network Tool: Suggested Huddle Agenda
Reference

Institute for Healthcare Improvement (IHI) Resources
http://www.ihi.org/

IHI Paper: Going Lean in Healthcare
IHI Video Activity: A comparison LEAN and QI

Compass Affiliates

POLL
Questions or Comments?
Closing Remarks

• Review: Why Lean Thinking?
• IPRO’s LEAN Journey
• Quality Improvement and Lean
• Purpose: What value for patients/family members/care partners
• Process: How to continuously improve
• People: How to engage and develop employees
• Review Tools: Performance Board/Education Station, Resources
• Fill out our Webinar Assessment
  • Help us improve to meet YOUR needs.
Stay in Touch!

• Newsletters/Alerts
  • https://tinyurl.com/ESRDNW2-6

• Facebook
  • https://www.facebook.com/IPROESRDProgram

• Website
  • esrd.ipro.org
Thank You

Jeanine Pilgrim, BSHSM
Quality Improvement Director

Anna Bennett
Quality Improvement Coordinator

Michelle Lewis, CCHT
Quality Improvement Coordinator

Corporate Headquarters
1979 Marcus Avenue
Lake Success, NY 11042-1072

http://ipro.org