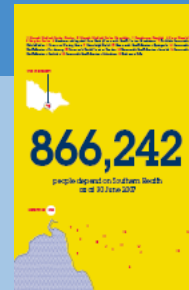


Target Best Care

Ruth Smith, Director, Organisational Innovation
Katrina McCarrick, Nurse Unit Manager, South 4, Kingston

Southern Health



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Target Best Care - background

Time spent on direct patient care

Aligned to organisational objectives:

- safe and effective care
- engagement and development of our people

Aims to:

- increase time spent on direct patient care
- improve patient safety and efficiency
- support a person centered care approach
- develop staff capabilities
- create a culture of improvement



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Target Best Care - initiatives

Methodology:

- 7 week action learning program
- Multi-disciplinary ward team
- Based on simple lean thinking methodology
- Diagnose, design, trial and measure improvements

- Redesign facilitators

- Trialled on 3 wards: surgical, medical & sub-acute



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What the team did...

Week 1	Background to lean and understanding of direct observation
Week 2	Review observations and complete a draft value stream map
Week 3	Build value stream map and identify where delays occur. Capture data to support value stream
Week 4	Develop current state, discuss future state and introduction to A3
Week 5	Develop A3 tool to identify problem – ‘5 whys’
Week 6	Complete A3 to demonstrate current and future states, countermeasures and cost benefits
Week 7	Begin to implement improvements – PDSA cycles
Week 8	Team presentations Coach training



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South 4: issues

Medication

- Medication round can take 1.5 hours
- Medication errors – 34% at 0800 and 24% at 2000
- 83% medication errors relate to nurse administration

Handover

- 37% of handover sheets inaccurate
- 47% of nursing care plan inaccurate





STEP 1

MENTION
CLINICAL RISKS
↓
FALLS
↓
INVASIVE
DEVICES
etc.
BED
↑

STEP 1

INITIAL 5 MINUTE
HANDOVER

- HELD AT THE
"COMMUNICATION
BOARD"

MENTION
• I.V. THERAPY
• PICCLINES
• UNSTABLE OBS.

STEP 2

WRITE UP
TEAMS ON
"Landing Card"

STEP 2
DIVIDE STAFF INTO
TEAMS 1 2 3

SHARE THE
WORK - LOAD
i.e. if you have worked
in a "heavy" area for several
days - change team

NURSING TEAMS
Nurses Report

Team	Staff	Notes
Team 1 Monday 10/10		
Team 2 Tuesday 11/10		
Team 3 Wednesday 12/10		
Team 4 Thursday 13/10		
Team 5 Friday 14/10		
Team 6 Saturday 15/10		
Team 7 Sunday 16/10		

at extended shift

Staff 1	Pauline	John
Staff 2	Stoma	Bruce

STEP 3

YOU WILL FIND
TEAM "SIGN-POSTS"
ON THE WALL
NEAR THE HALL
ENTRANCE

TEAM
"SIGN-POSTS"

TEAM
1

TEAM
2

TEAM
3

PLEASE
DO NOT
GATHER AT DESK

STEP 3
GO TO YOUR ASSIGNED
TEAM AREA
AND GET A
COMPREHENSIVE & CONCISE
HAND-OVER

THIS IS THE TEAM'S
SIGN-POSTS
ON THE WALL
NEAR THE HALL
ENTRANCE

OVER

SOUTH

STEP 4

STEP 4

THIS IS THE "PLANNING"
STAGE.

TAKE THE TIME TO PLAN
YOUR WORK DAY/NIGHT
AS A **TEAM**

PLOT YOUR SHIFT HOUR
BY HOUR

CONCENTRATE ON THE
BUSIEST AREAS

CHECK YOUR PANNER
REGULARLY AS TO NOT MISS
ANYTHING

THE 5+1 MEDICATION RIGHTS

1. RIGHT DOSE
2. RIGHT ROUTE
3. RIGHT DRUG
4. RIGHT PERSON
5. RIGHT TIME
- +1. CHECK + CHECK AGAIN

South 4: outcomes

Issue	Pre-implementation (August 2009)	Post-implementation (December 2009)
Inaccuracy of information at handover	37%	0%
Inaccuracy of information in the nursing care plan	47%	10%
Time taken to perform medication round	1.5 hours	20 minutes
Reduction in medication errors	15	9



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Target Best Care – the future

- Enabler to support organisational aim to prevent harm
- Organisational wide 5S program aligned to OH&S
- Roll out to all Southern Health wards - next 2 years



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