

BUILDING CONTINUOUS AND SUSTAINABLE IMPROVEMENT IN THE MOBILE ENVIRONMENT OF A REGIONAL HOSPITAL IN THE HOME UNIT

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HOSPITAL IN THE HOME WELL ORGANIZED WARD—5S PROCESS

Abstract: Work was undertaken in the Hospital in the Home (HITH) Unit of Ballarat Health Services in Victoria, Australia by nursing and clerical staff. The need for continuous and sustainable improvement standards was highlighted during the Better, Healthier, Safer Wards project. The lack of a clear strategy for HITH improvement meant a variation in clinician and patient experience of HITH.

The Better, Healthier, Safer HITH intervention was comprised of team sessions with unit staff on understanding the Productive Series Project philosophy and foundation modules. There was then agreement on how it could be modified to the HITH mobile environment.

As the majority of the teams work occurs in, or is facilitated by, the HITH car, the team created “toolboxes” and “toolkits” within the mode of transport. Regular audits were created and measured for both maintenance of the “tools” and transport. The HITH unit displays performance and quality information within their unit to ensure performance against standards.

Better, Healthier, Safer HITH demonstrates the benefit of providing staff quick, easy to understand performance improvement methodology when doing improvement work. A directed strategy with a focus on continuous and sustainable improvement was key to success in providing patients and staff with a quality experience. The team has modified an existing strategy to work in a mobile unit, which will now be used in improvement of other mobile units throughout the service.

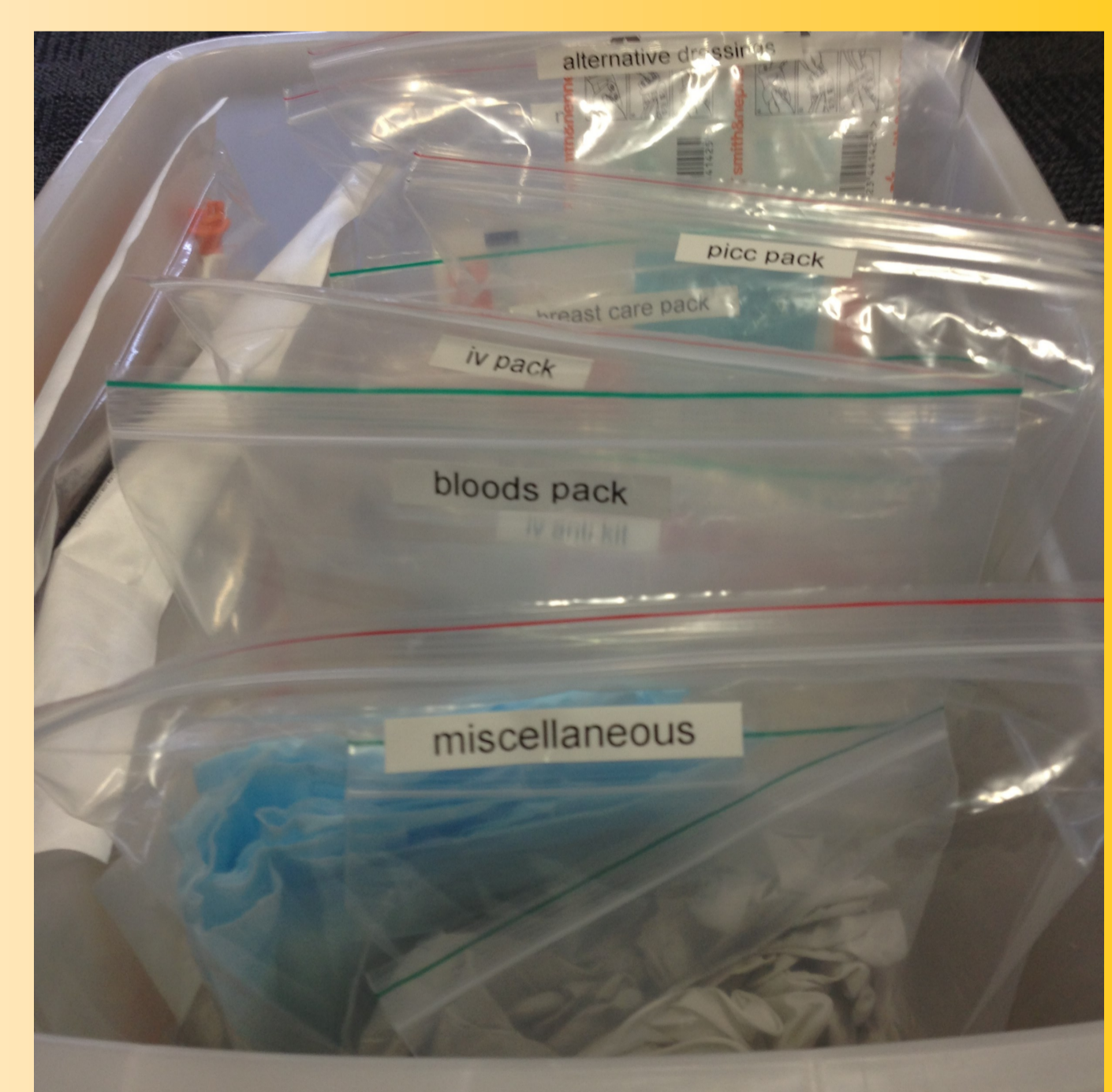
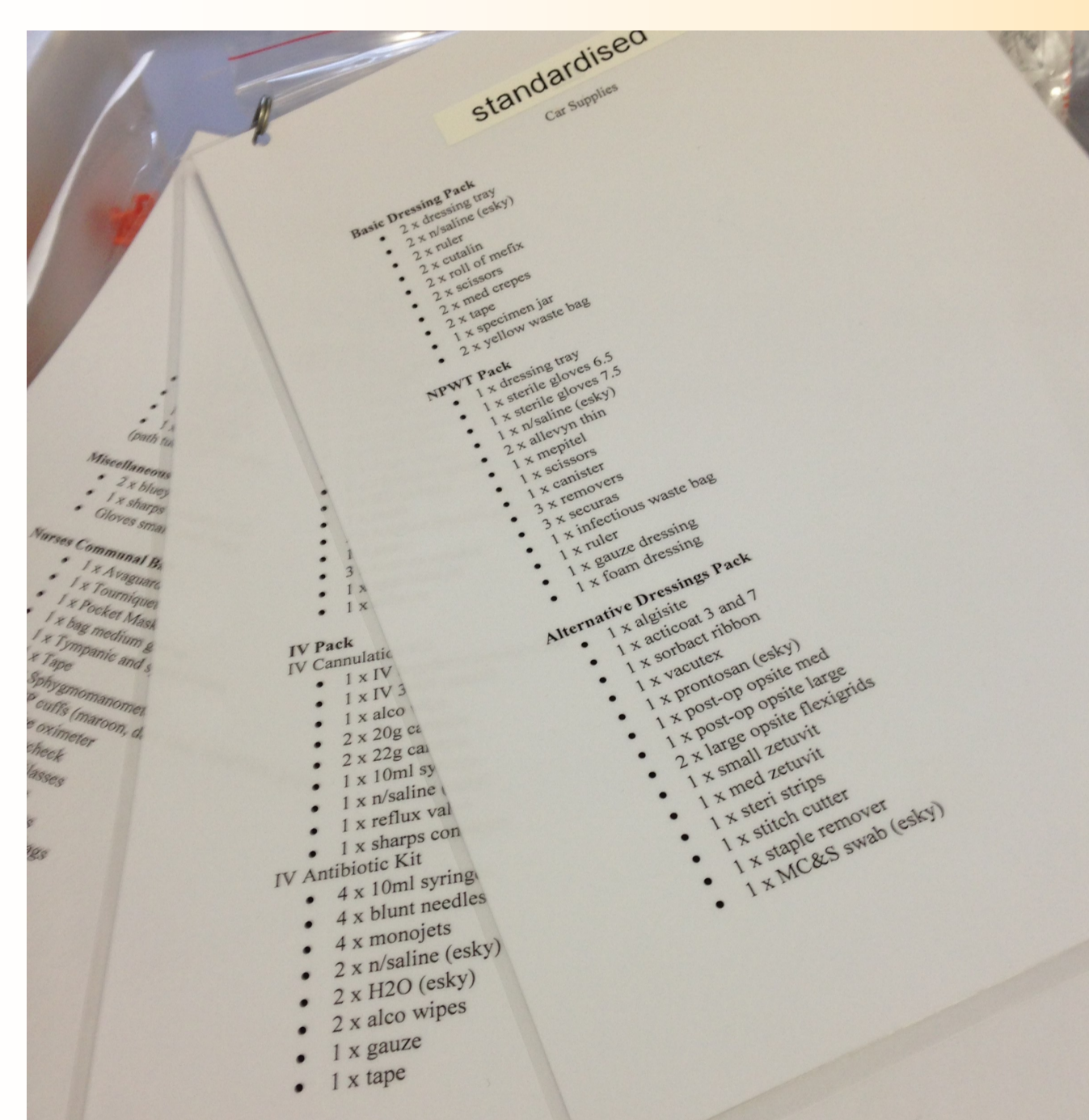


Project Goal: Use an existing methodology for improvement in an unconventional ward / unit.

Staff Goal: To create a more efficient car supply system by applying the 5S approach.

1. staff agree system needs re-vised
2. Define 5S
3. Discuss 5S application to HITH

4. Identify problems (sort)
 - Too much stock
 - Staff adding extra stock
 - Stock in Separate bags
5. Create a new system (set)
 - Less stock
 - Create procedural kits
 - Ongoing Management via 5S
6. Action—implement changes (sustain)



Sustain						
No.	Activity	Yes	No	Comments	Action	Sign
1.	Is the storage container clean and clear from clutter?					
2.	Are any of the items missing?					
3.	Are all the items within their expiry date?					
4.	Is the n/saline, H2O, path tubes and MC&S swabs neatly placed in the esky?					
5.	Are all the items used and required?					

Lessons Learned:

- Utilising a quick, easy methodology to improvement and working as a team to modify the process, generates sustainable improvement that benefits both staff and consumers.
- Use of pre-packaged “toolkits” allows for correct stocking and reduces waste.
- “Toolkit” method can be used for other mobile / community services.