

Building a Culture of Transparency: Advancing Performance & Safety



Franciscan
Missionaries
of Our Lady
HEALTH SYSTEM



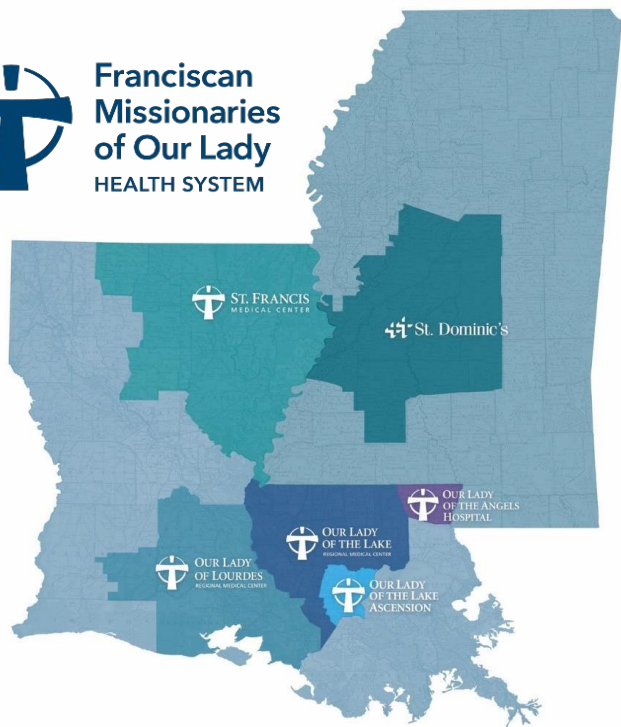
Lindsey Booty

Supervisor Performance
Improvement

Foundation



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HEALTH SYSTEM



Our Lady of the Lake Health



Level 1 Trauma Center



1,020 Licensed Patient Beds



36,213 Inpatients



2,800+ Medical & Clinical Students



26 Academic & Residency Programs



275+ Clinical Trials



Early 2015: began utilizing KaiNexus as a PI Repository

2015

Start of 2 Paths

LakeLean
Department founded
+ initial KaiNexus
repository use for
PMO portfolio and
“TeamWorks
Suggestions”

2017

PI Training Integration

Creation of Problem
Solving Storyboards
(A-3) Template into
KaiNexus and into
triannual PI &
Change Management
Trainings

2023

100 Day Work Outs

Leveraged KaiNexus
as the repository for
Health System
100DWO Cycles with
focuses on
Throughput, HAI's
Accreditation, and
Engagement

2023

SAFER™ Matrix

Integration of TJC's
SAFER™ Matrix into
KaiNexus to facilitate
Patient Safety
Rounds efficiencies

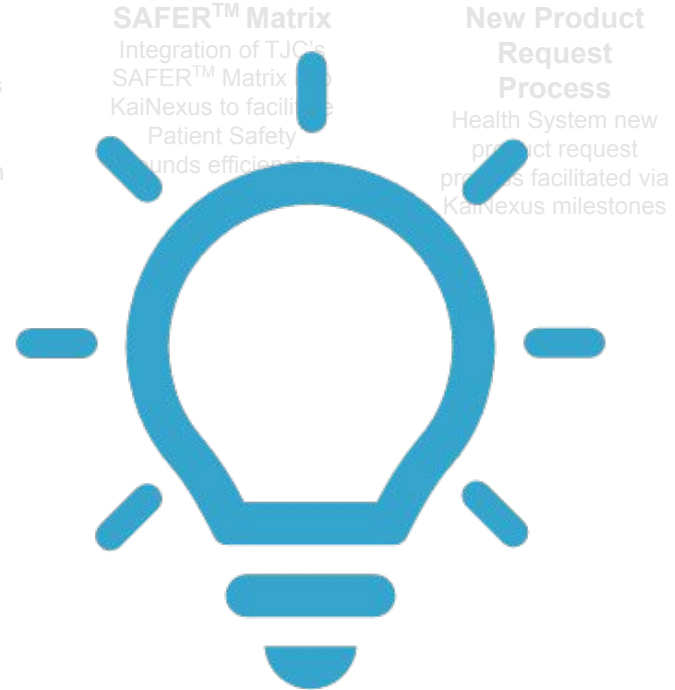
2025

New Product Request Process

Health System new
product request
process facilitated via
KaiNexus milestones



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100 Day Work
OutsSAFER™ Matrix
Integration of TJC'sNew Product
Request

EXAMPLE: Onboarding Communication #167054

WHAT IS THE PROBLEM?
The process of communicating with new hires during onboarding causes confusion for the hire, scheduling errors and mistakes, and delays in getting new hires to the site.

BACKGROUND DATA/BUSINESS CASE
Avg over 5 months with a range of 8-12. Several difficult to recruit positions.
Presence of all communications with new hires. 38
Avg start date delay for communication cases: 21 days for 6 months studied

CURRENT CONDITION
Task 2

ROOT CAUSE ANALYSIS

- New hires asked for same documentation multiple times
Why? Multiple departments need resources
Why? Multiple departments required to obtain policy and no internal sharing
- Contradictory, conflicting and inconsistent information
Why? Multiple disconnected functions communicating with hire
Why? No coordinated approach
Why? No single point of accountability
Why? Automated system sending out dates emails
Why? Automated email function onboarding system turned on but not monitored
Why? Individuals responsible for updates reviewed and accountability not reinforced
- New hires confused about who to contact for what
Why? Multiple contacts listed with vague descriptions across communications
Why? No coordinated approach
Why? No single point of accountability

GOAL CONDITION

SOLUTIONS

- Identify a SPA for new hire communication process overall.
- Review policies for updates needed to clarify responsibilities for new hire documentation.
- Create standard work for AI coordinated and times set of communications of new hires. ID Sharing of new hire documentation. ID Contact information
- Get off automated emails.
- Test primary and backup user users in automated system.

PILOT TEST
Reviewed new communication plan with requirements for input and improvement. Suggestions incorporated

IMPLEMENTATION PLAN

2	Status	Template	Title	Key People	Key Dates
Complete	Task	12	Communicate SPA for new process	Responsible: Lindsay Bentley	Complete: Dec 22, 2017 Last Updated: Dec 22, 2017
Complete	Task	12	Provide standard work for communication	Responsible: Lindsay Bentley	Complete: Aug 17, 2018 Last Updated: Aug 17, 2018

BENEFIT/EFFORT IMPACT

Outcome: None

Impact: Time Savings
None
0.5 Days per Month
Calculation: Based on lead time in onboarding and standardization cycle. Orientation cycle across every other week.
4 Days/Year Impact (Unrealized)

STUDY & ACTION PLAN
A follow-up review occurred? Usually expect the results from responsible team weekly, monthly. Document additional review, adjustments, and feedback on follow-up.

17

Cohorts

271

Problem Solving
Storyboards

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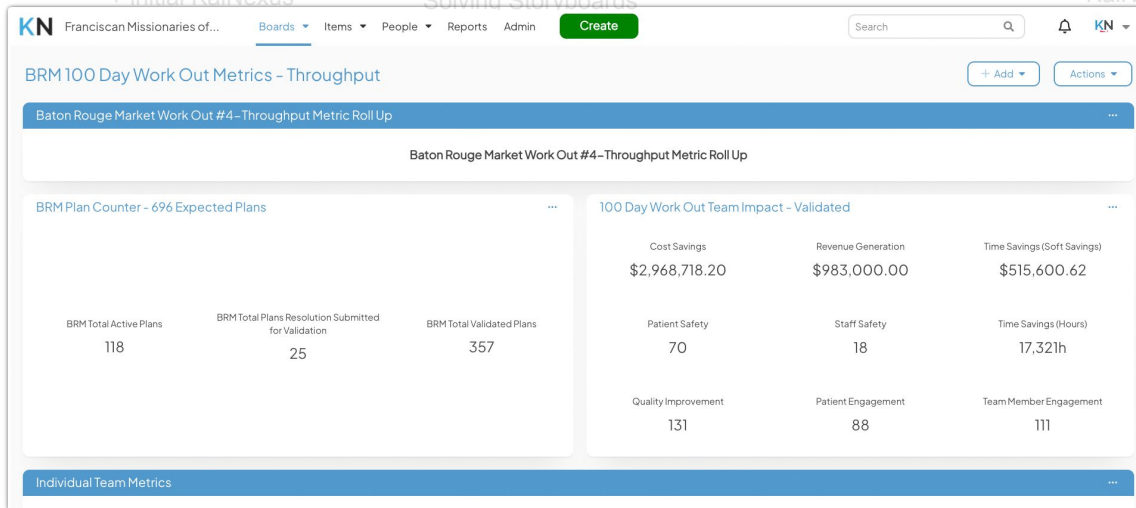
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KaiNexus at

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SAFER™ Matrix

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New Product

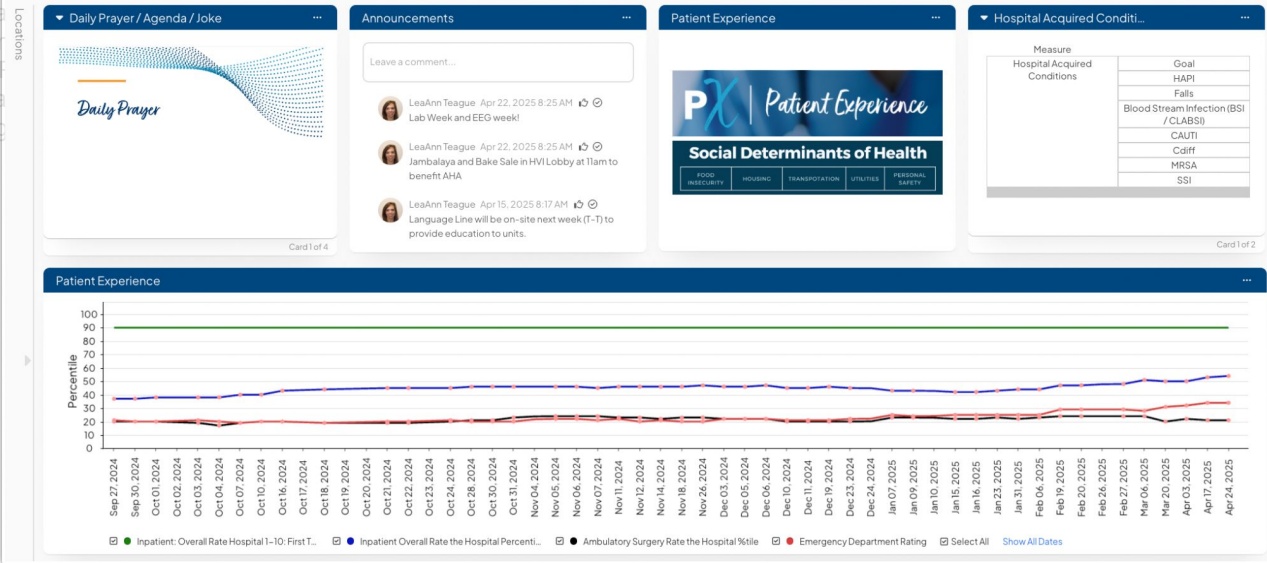
Request

Process

Daily Operations Briefings via Tiered Huddles

Key inputs in safety and operations reported to up to Market President by 9:15am daily

8:15 Huddle Board - OLORMC



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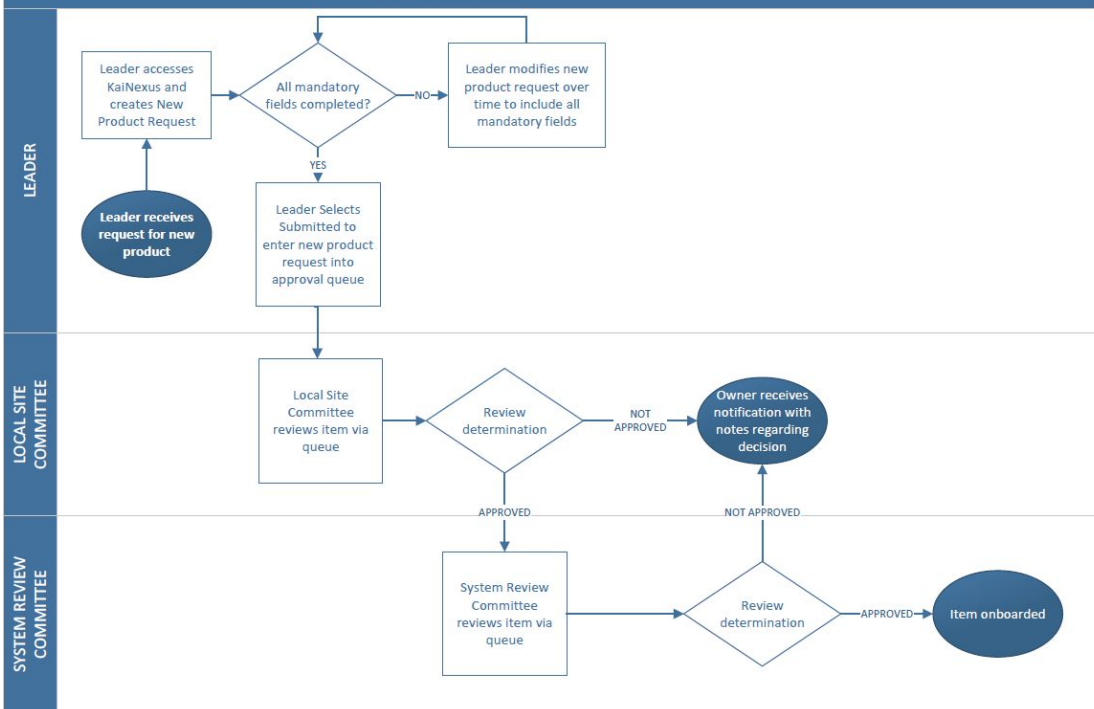
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100 Day Work

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FMOLHS New Product Request Process via KaiNexus



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Overall Impact

