

# No Caffeine Needed: Wake up your quality program with new tools

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*Siouxland Community Health Center*

# Siouxland Community Health Center



# Introduction

Siouxland Community Health Center, Sioux City, Iowa

- LEAN visual tools to get our data out of hiding
- “Huddle board” to use as a visual management tool to discuss and measure daily metrics
- Improvement project using the A3 form

# Huddle Board



# Daily Huddle

- Top of board is our True North
- Scribe and Facilitator
- Positive quote
- General Announcements
- Equipment issues and Safety

# Metrics and scorecards

- Top 3 Metrics
- How we chose metrics for the board
- Scorecards, graphs, 5-why's

# Ideas in Motion

- Ideas in Motion—to be working on, in progress, # of great ideas, patient ideas, ideas completed
- Idea form to list some of the top ones
- End with 3 wins

# Process

- 1<sup>st</sup> the data –the problem
- Idea in motion-plan
- Comfortability survey-do
- Data presentation-do
- Training providers
- Training nurses
- DIS train providers



# A3 form

- Connected process to visual management
- Daily huddle-study
- Numbers daily-act
- Quality meetings-study
- Incentives for staff-act
- STD screening form-act
- Outcomes- 2015 156 screened/6 pos (12 mos)
- Outcomes- 2016 202 screened/9 pos (6 mos)

# Take home message

- Implementation
- Adapt it for your agency
- Benefits
- How to contact us

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