

Stop, collaborate, and listen

Stoplight report keeps oncology staff in the loop



Sample initiatives from AdventHealth Shawnee Mission's Stoplight Report

Unable to implement

- Radiation therapist salary: checked with HR and determined salary is already at market rate
- Adding more RNs: deferred adding new staff until they ensure processes are at peak efficiency

In process or being evaluated

- Cerner upgrade: delayed until April after staff give feedback to improve the product
- Volunteers in the cancer center: paperwork completed and first volunteer is signed up

Implemented or resolved

- Adding float RNs to staff the infusion center
- Implemented two flu stations for patient use



CASE EXAMPLE

AdventHealth Shawnee Mission

- 504-bed hospital within AdventHealth System, based in Shawnee Mission, Kansas
- 1,400 analytic cases annually
- Employed oncologists
- ▶ Cancer program leader introduced Stoplight Report in 2018; shared with oncology staff to let them review staff-submitted ideas from the previous year, give status updates on all submitted ideas, reflect on their contributions to the unit, and communicate administrative responsiveness
- ▶ Oncology staff submit ideas on quality or process improvement via email; all submitted ideas are added to a running list in the Stoplight Report
- ▶ The Stoplight Report is disseminated at year end; oncology administrators divide all requests on the report into three categories:
 - Green (requested and implemented or resolved)
 - Yellow (in process or being evaluated)
 - Red (unable to be implemented)