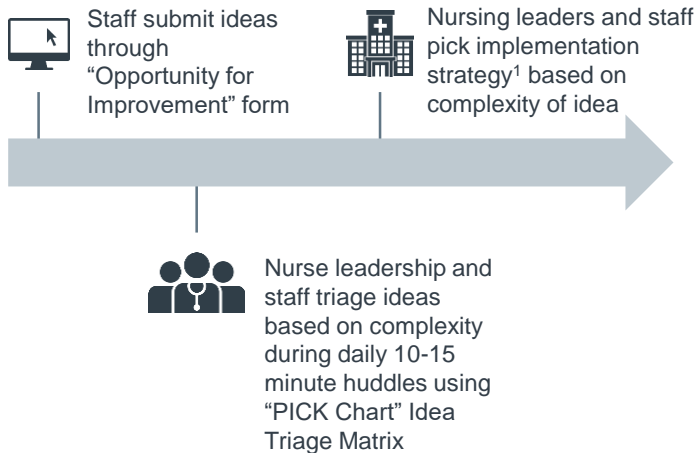
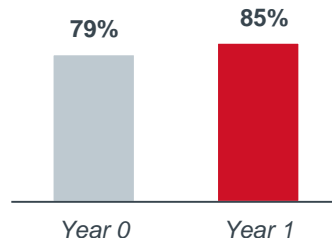


Involve staff in triaging and implementing ideas

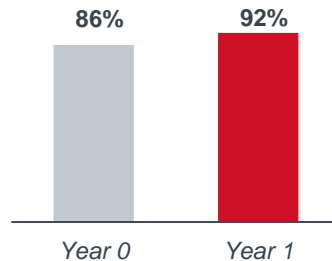
Improve staff perception of unit commitment to patient safety



Staff agreeing that leaders consider suggestions to improve patient safety"^{2,3}



Staff agreeing that the organization is actively improving patient safety"^{2,4}



1) Three implementation strategies include "Just do it", "Plan Do Study Act" (PDSA), and requires A3 form.

2) AHRQ data.

3) Percentage of Gettysburg staff agreeing "My supervisor/manager seriously considers staff suggestions for improving patient safety."

4) Percentage of Gettysburg staff agreeing "We are actively doing things to improve patient safety."

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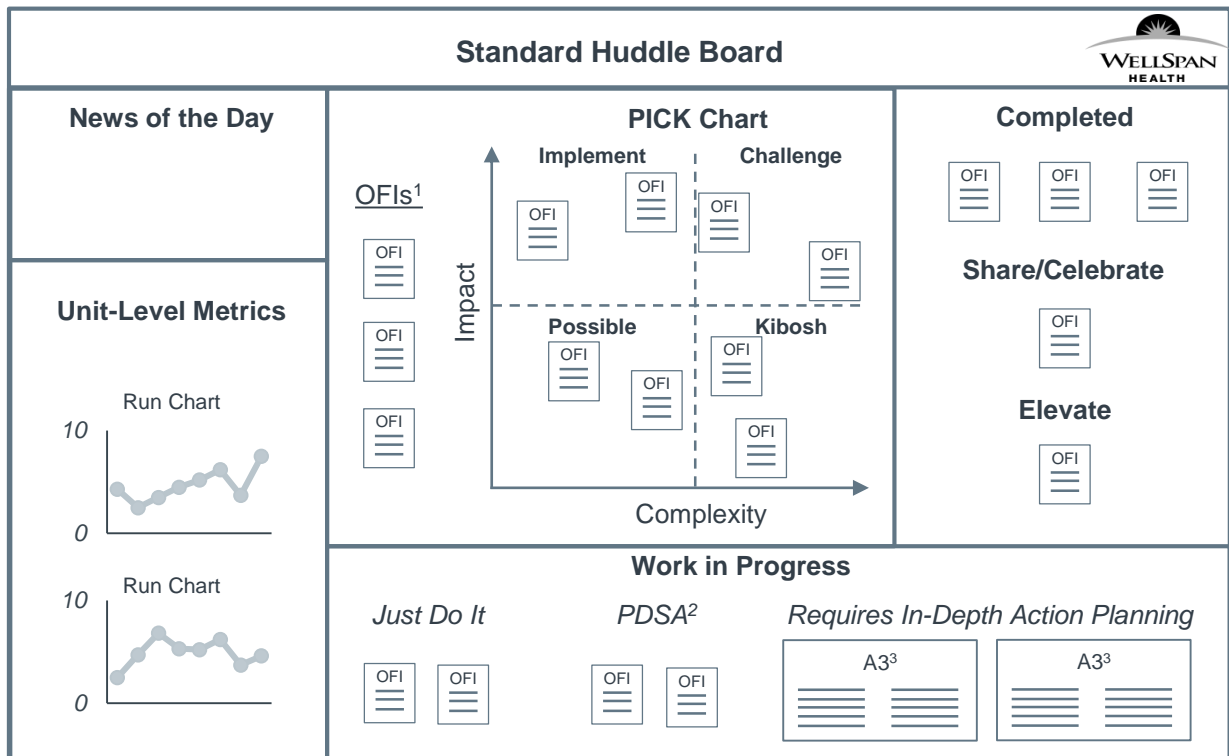
CASE EXAMPLE

WellSpan Gettysburg Hospital

- 74-bed hospital part of WellSpan Health, located in Gettysburg, Pennsylvania
- Epic EHR

- ▶ Nurse leaders introduced huddle boards in Spring 2013; rolled out to all units as part of a Lean process improvement initiative
- ▶ Huddle boards help frontline staff track the progress of Opportunity for Improvement (OFI) submissions
- ▶ Managers review all submitted OFIs daily during a 10-15 minute huddle held in front of the unit's huddle board and classify ideas as "Just Do It", "Plan Do Study Act", or requires an A3 form; staff discuss the status of all ideas, including ideas not used

A “Huddle Board” for real-time updates



1) Opportunities for Improvement
 2) Plan, Do, Study, Act
 3) Gettysburg uses A3 forms, a Toyota methodology used in Lean process improvement, for ideas requiring in depth action planning
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Promoting efficient, productive discussion

Manager guidance for facilitating daily idea huddles

- ❑ Request staff record all improvement ideas on an OFI¹ form to post on the Huddle Board, rather than just raising them verbally in the moment
- ❑ Discuss each new OFI¹ to ensure the group understands the idea well enough to agree on priority level
- ❑ Steer conversation away from debate about the problem or how to solve it; goal is simply to triage the idea
- ❑ Discuss all ideas submitted that day in each daily huddle to avoid a backlog of ideas

1) Opportunity for Improvement. Any idea submitted by a staff member is referred to as an OFI.