



lean innovations

The tools are in your hands.

Case Study: Lessons Learned Piloting Lean Principles in Medication Administration & Delivery

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2nd Annual Lean Healthcare Conference

May 21, 2006

Nashville, TN





Presentation Overview

- ▶ **Introduction**
- ▶ **Project summary**
- ▶ **Pre-project planning**
- ▶ **Project start-up**
- ▶ **Working sessions**
- ▶ **Improvements**
- ▶ **Report out and Feedback sessions**
- ▶ **Overview of outcomes**
- ▶ **Key Lessons Learned**



Lean Innovations

- ▶ **HPP-LHW Network Partner and reVIEW[®] licensee for Canada**
- ▶ **Working since 2004 with Canadian healthcare organizations**
- ▶ **Vision & Mission**

Client

- ▶ **Canadian regional health authority**
- ▶ **Growing interest in Lean**
- ▶ **Keen to pilot Lean concepts at flagship hospital (±350 beds)**



Project Summary

- ▶ **Background**
- ▶ **Objectives**
- ▶ **Scope**
- ▶ **Timeline**
- ▶ **Resources**



Proposal Phase

- ▶ **Strategic planning**
- ▶ **Pilot areas chosen**
- ▶ **Leadership engagement**
- ▶ **Challenges**
- ▶ **Lessons learned**



Project Start Up

- ▶ **Initial assessment**
- ▶ **Project charter**
- ▶ **Challenges**
- ▶ **Lessons learned**



Working Sessions

- ▶ **Team orientation and team building**
- ▶ **Education/training**
- ▶ **Current state Value Stream Mapping**
- ▶ **Selection of target processes**
- ▶ **A3 problem solving**
- ▶ **Challenges**
- ▶ **Lessons learned**



Improvements

- ▶ **Trial/test phase**
- ▶ **Implementation planning**
- ▶ **Challenges**
- ▶ **Lessons learned**



Report Out and Feedback Sessions

- ▶ **Team preparation**
- ▶ **Presentation preparation**
- ▶ **Report out to project sponsors**
- ▶ **Team feedback session**
- ▶ **Challenges**
- ▶ **Lessons learned**



Project Outcomes

- ▶ **Multi-disciplinary collaboration with team building**
- ▶ **Knowledge transfer and awareness**
- ▶ **Specific improvements**
- ▶ **Challenges**
- ▶ **Lessons learned**



Key Lessons Learned

- ▶ **Change initiative ownership and participation**
- ▶ **Alignment of objectives**
- ▶ **Project planning**
- ▶ **Approvals, start-up and timelines**



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Thank you / Merci Questions?

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