

Case Study – New Nurse Hire Orientation Delays

Before:

Monthly Meditech training sessions were often booked up far in advance, required a full day, and were a pre-requisite for the remainder of new hire orientation. It took, on average, 5.5 weeks for a new RN hire to become work ready and able to be scheduled solo on shift. Open shifts during the delay were filled with OT or Agency nurses (or unfilled with increased wait times).

Solution:

A3 problem-solving analysis (see attached) identified the following improvements:

- Offer Meditech training weekly
- Reduce Meditech training module to 4 hours
- De-couple Meditech training from the rest of orientation

After:

Average time to get new nurse hire on shift reduced from 5.5 weeks to 2.2 weeks.

Time to implement:

Approx. 5 weeks elapsed time (staff meetings, schedule re-work, etc.)

External cost:

reVIEW® Lean healthcare education 11-week course: \$36,000

Benefit (OT cost avoidance savings):

\$6,426 per new RN hire x 60 RN hires per year = \$385,360 per year

ROI:

$\$36,000 / \$385,360 = \pm 1.1$ months

This case study was presented at the National Healthcare Leadership Conference, in Toronto, ON, in June 2007, and during a site tour for the Institute of Industrial Engineers Annual Conference in Vancouver, BC, in May 2008.

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