

Background

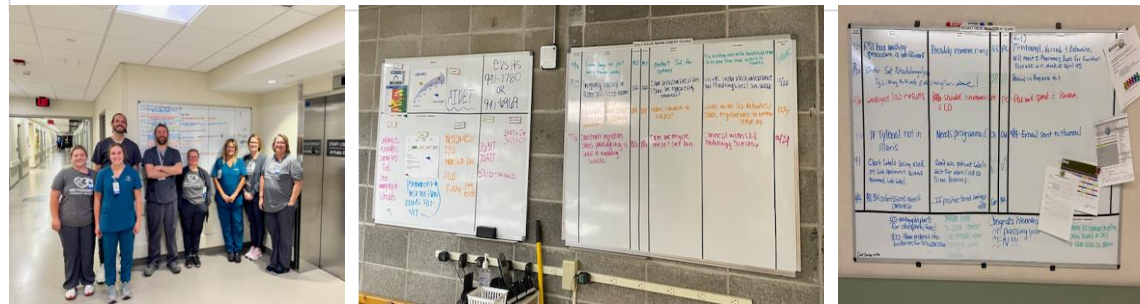
The Operational Innovation Team at Nebraska Methodist Health System approached leaders at Methodist Fremont Health (MFH) about implementing Continuous Process Improvement (CPI). This approach was meant to compliment the quality improvement efforts already in place by offering a more standard approach and encouraging all staff to lead with humility, ask questions, and be open to change. Staff at MFH were looking to create a culture of problem solvers and to achieve operational excellence.

Aims

Create and implement a Continuous Process Improvement education series that supports leadership and staff at MFH. Teach and develop leaders at MFH to encourage and coach team members to be problem solvers.

Plan

- Continuous Process Improvement (CPI) education began with the Executive Team and a few other members of the leadership team
- Developed syllabus with CPI topics including Lean Management System, Leader Standard Work (LSW), Daily Visual Management (DVM), Personal A3, and Standard Work
- Invite members of leadership to participate in “cohort” structure – 10 meetings in 4 months where CPI is taught and discussed



Measure

One of the tools used in CPI is Daily Visual Management coupled with team huddles. Historically staff at MFH huddled with team members but there was not a standard structure. CPI provided this structure and encouraged staff to apply PDSA thinking to their improvement ideas. Leader coached staff to be problem solvers, ask questions, identify the issue and the solution.

Results

- Over **80%** of leaders at MFH have been through CPI education
- **17** DVM boards up and running at MFH
- More than **160** performance improvement ideas have been submitted in the past 12 months to the Operational Innovation Team
- **15** Monthly Education Sessions have taken place for those who have completed the cohort

Next Steps

Develop education series for all staff – mostly frontline staff to spread CPI to all levels at MFH.

Team

Executive Team, MFH
Operational Innovation Team, NMHS
Quality Department, MFH