OpEx Opts In!

MaineHealth’s Repository Partnership with Lean Process Improvement Projects

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Operational Excellence and Library Services 2017

OpEx

- New initiative
- Vision, mission & value work
- Engaging leadership
- Hospital focus – System wide vision

Library & Knowledge Services

- Transition period
- Vision, mission & value work
- Engaging leadership
- Hospital focus – System wide vision
- First licensed Digital Commons...
Operational Excellence - OpEx

No budget, 1 staff member
Influence – but no mandate
Needed:
  - Visibility
  - Tools for communication
  - Opportunities to celebrate

Suneela Nayak
OpEx & LEAN

Dept Level & Front Line
OpEx Champion
Training
Key Performance Indicators (KPI)

Senior Leaders
Daily Huddle
Gemba walk
KPIs, Process Improvement and A3s

• A3’s: successful KPIs
• Reviewed by senior leadership
• Displayed at OpEx annual celebration
• Added to Digital Commons
OpEx in Digital Commons

• OpEx collection created
• A3s added
  • By library staff
  • Training for OpEx staff
Process Improvement – Access Improvement!

Spring 2018

Patient Advisor joins OpEx team
Advises team on patient experience issues
Attends Gemba walks and advises on KPIs
Reviews A3s
Adds abstracting to A3s in Digital Commons

The Development and Implementation of a Reliable Method for Educating Provider Groups on Stroke Discharge Order Sets

Linda Simonsen

Maine Medical Center
OpEx Opts In! Sharing in Success

December 2018

Maine Medical Center OpEx attends Institute for Healthcare Improvement (IHI)

Meeting new friends from across the globe!

How Patient Advisors Help

- Readership:
  - 684 Downloads
  - 27 Publications
    - 10 FY 2017 publications
    - 17 FY 2018 publications

- Interprofessional Publications:
  - 19/27 Projects with Provider Participation
  - 2019 Goal: 50% of Teams Published

- Screen Clipping

Maine Medical Center

Act with kindness and compassion.
Be an active listener.
Be a role model.
Set high standards.
Take responsibility.
Embrace change.
Institute for Healthcare Improvement 2018

Celebrating success and sharing their story at IHI
Finding colleagues from around the globe!

L-R: Ruth Hanselman, Suneela Nayak, Mark Parker (VP-Quality), Linda Simonsen, Stephen Tyzik (Consultant)
Questions?

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Edward Gorey: A cat looking out the window