



WORKSHOP SUMMARY SHEET

TITLE: *“Every Person, Every Time”*: Standardizing the Flow of Patient Transport to Boost Efficiency, Revenue, Patient and Staff Satisfaction

LEADERS: Peter Scaminaci, Assistant Vice President for Clinical Operations, KJMC; Coraminita Mahr, Vice President, 1199SEIU UHWE; Patricia Tayag, RN, Director of Lean, KJMC; Transport, Nursing and Radiology staff team.

SUMMARY: A team of transport, med-surg nursing and radiology staff presented a four month project to reduce delays in patient transport and improve the patient experience. Combined with other length of stay initiatives, this effort has decreased length of stay by one day. This presentation explored lessons learned and tools that contributed to the team’s success.

THE CONTENT OF THIS WORKSHOP APPLY TO THE FOLLOWING AREAS:

Decreasing Costs, Improving Staff/Resident/Patient Satisfaction, and Improving Quality

THE MOST SIGNIFICANT ROLE LABOR-MANAGEMENT COLLABORATION CAN PLAY IN SUPPORTING THIS WORK IS:

- Both union and management have demonstrated strong support for this project. This was critical to its success.

THIS INITIATIVE/ INFORMATION WILL AID YOUR FACILITY IN THE CHANGING HEALTH CARE ENVIRONMENT BY:

- Reducing length of stay.
- Improving HCAHPS and patient experience.
- Building teamwork across different departments.

THE TWO MOST IMPORTANT IDEAS OR LESSONS TO BE SHARED WITH OTHERS ABOUT THIS INITIATIVE:

1. Communication across departments and at all levels is key to delivering excellent care.
2. An empowered team of frontline staff and supervisors can make a difference and help change mindsets.
3. Availability of data, encouraging experimentation and innovation.