

Advanced Process Improvement Training

Field Work

In this program there will be field work assignments, which will be discussed in more detail later. You will need to complete field work assignments by the deadlines stated in the course outline. On the next page, use the Field Work Scoping Worksheet to help guide you in choosing your area of focus for your process improvement project where all of your application exercises will be directed.

Virginia Mason
INSTITUTE

Advanced Process Improvement Training
Session 2 Field Work Assignments

Value Stream for: CARDIOVASCULAR
INSTRUMENTS FOR
CHECKING ALL OF
LAYS & TESTS
MISSING INFO
DENTAL PROCEDURES
PATIENT PREP JOB
CHECK-IN
PREP FOR ASSESS
SURGEON
CLU STAY
MED TELE JOB

Value Stream Map (VSM) showing process steps and waste indicators.

A lean journey is a learning journey™

Field Work Scoping Worksheet

Define appropriate scope of the process you will study and improve

The process must:

- Be measurable with a stopwatch
- Occur at least once a day (e.g., patient rooming, medication administration, or insurance claim edit)
- Be a process with a clear beginning and end
- Involve more than one staff role and includes a hand-off between them
- Have opportunities to work with frontline staff to observe and improve the process in all your field work assignments.

Process description:

Process boundaries: Describe the step that starts the process and ends the process

▪ Starts with

▪ Ends with

How will my study and improvement work impact patient care, patient or staff satisfaction, my work area, etc.? (What is the urgency?)

Participant Name

Date

Field Work Sponsor Worksheet

Process description:

Date

The success of improvement work is greatly dependent on the ability to remove hurdles through leadership commitment and active participation. A sponsor may be your direct supervisor who can protect time for your studies. A sponsor may also be the leader in the focus area of your process study who can help you build rapport with those who do the work.

As one who is a committed leader, I promise to do the following:

- I will be 100% committed to supporting the improvement project.
- I will ensure that the goal of this improvement project is appropriate in scope and clarity.
- I will make every effort to overcome the hurdles and remove barriers that impede the success of this improvement project.
- I will schedule time to connect with the participant regularly throughout the project.
- I will connect the participant with the staff in the process to ensure successful team building.
- I will allow time for the staff to work with the participant and leader to complete activities for assignments, such as; organizing work spaces, generating ideas and testing ideas through Plan Do Study Act.

Participant Name

Participant Signature

Date

Sponsor Name

Sponsor Signature

Date