



Lean Management System: Decreasing Wait Times Through Proximity and Priority

Presented by: Anthony Anderson &
Gaurav Vasson

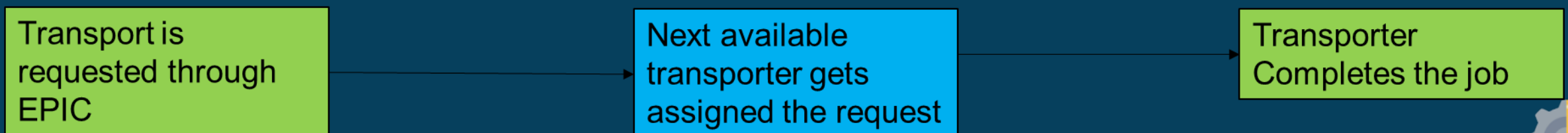
Date:09/22/2021

Defining the Opportunity for Improvement

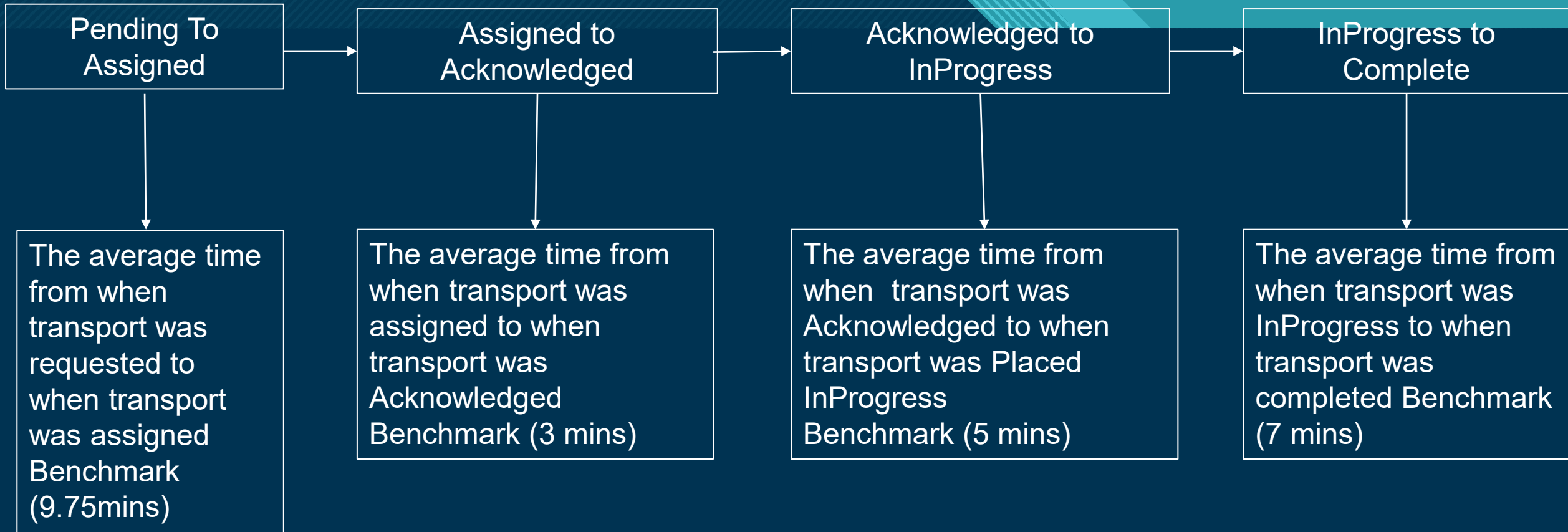
Transport Command Center Job Distribution Board

We observed through our current state analysis that there was a lot of waste in the auto-assigning of transport jobs.

The trend showed an average of 290 jobs a month over our 24.75 TAT in Radiology.



Transport Benchmarks



What Are We Trying To Accomplish?

Redesign the job distribution process to decrease patient turnaround times from our current average of 25.75 minutes to our goal of 24.75 minutes set by the National Association of Healthcare Transport Management.



What Changes Did We Make to Solve for the Problem?



- *Redesign transport job distribution process*
- *Upskill Service Response Center agents to assign jobs by priority and proximity to improve patient care*
- *Collaboration with Epic to improve rover notification transmission to only techs or nurses that are assigned to a specific patient*
- *Completed a trial on unit 38 to test the effectiveness of using rover notifications*



SRC agent
Examines the
Transport Board.

SRC agent finds a
transporter who is
closest to the job

SRC agent examines the
transporter's current
job

Does the transporter have
equipment that needs to
return to the hub?

No

Yes

No

Does the Job require equipment the
transporter currently has

Yes



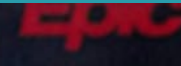
SRC agent notifies the
transporter that their
next job needs the
equipment

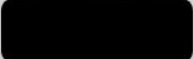
SRC agent assigns
the request through
Epic

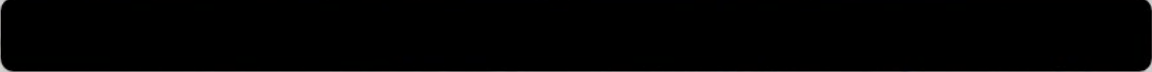
Transporter
completes current
job and
acknowledges next
job









Service Response Center agents to assign jobs

Notifications   

Primary Transport Request Acknowledged 


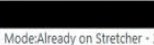


The transporter has acknowledged the assignment to move 

Transporter	Moving	Orig Unit	Dest Unit	Time	Minutes	Mode	Pend Time
Bush, Rayna		Vascular 1st Floor	→ U38	0	0	Already on Stretcher - 30 Degrees	14
Preston, Cory		ED	→ RADCT	1	1	Stretcher - 30 Degrees	22
Adams, Andre		RADNM	→ ONCRAD	4	4	Stretcher - 30 Degrees	23
Belle, Aliyah		RADCT	→ ED	6	1	Already on Stretcher - 30 Degrees	23
Cobb, Angus	North and West Pavilion Wheelchair Reset	N/A	→ N/A	8	8		101
White, Gregory		RADECHO	→ U45A	26	5	Already on Stretcher - 30 Degrees	34

Orig Unit	Dest Unit	Moving	Pend Time
U54	→ Main Lobby		
U59	→ Distribution		
U34	→ Vascular 1		
U38	→ RADMRI		
RADCT	→ ED		
U48	→ U36		
Distribution	→ U28		
U59	→ Distribution		
Morgue	→ U59		





Assign Request


 
Mode: Already on Stretcher - 30 Degrees
Requirements: Mask

Pick Up From: GC CT Drop Off At: GC EMERGENCY DEPT ED14 ED14 by 10:09

Search transporters


Transporters in Radiology 3rd Floor Sector


-  Gregory White
On Break
-  Rayna Bush
In Progress - Headed to GC U45 MED ONCOLOGY 4543 4543-A for 6m
-  Joshua O'Hale
Acknowledged - Headed to GC U38 PROGRESSIVE 3838 3838-A for 5m
-  Andre Adams
Assigned - Headed to Diagnostic Radiology ED for 0m

 Joshua O'Hale

Accept Cancel

Trial on Unit 38 to test the effectiveness of using rover notifications

 Available Transporters
0 Free

Transporter  Minutes

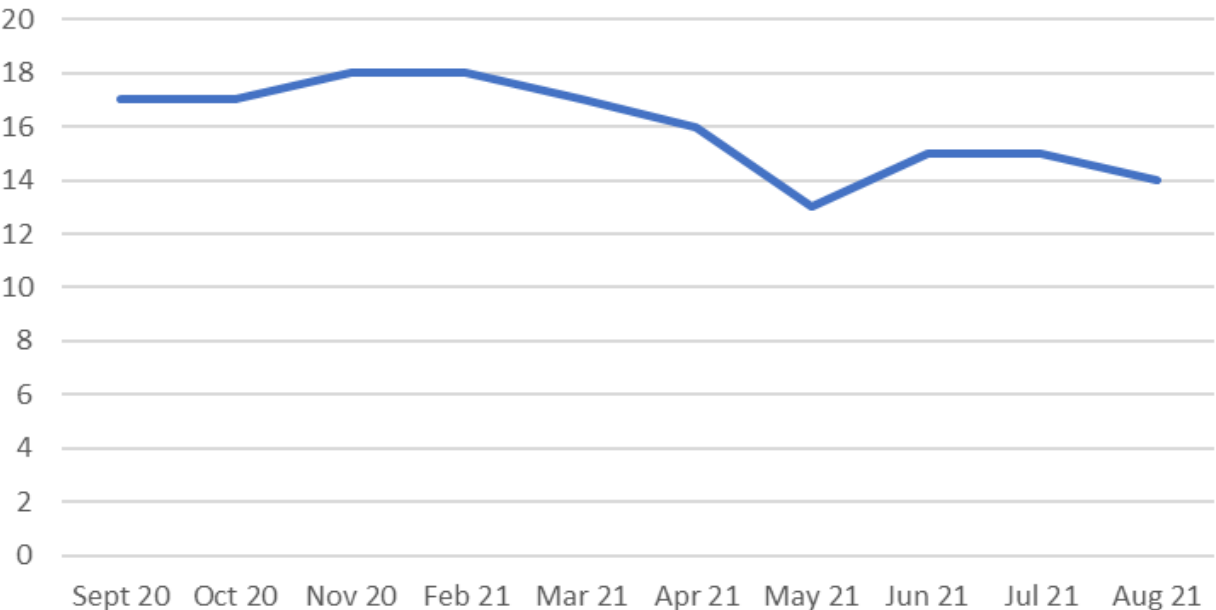


Outcomes & Lessons Learned

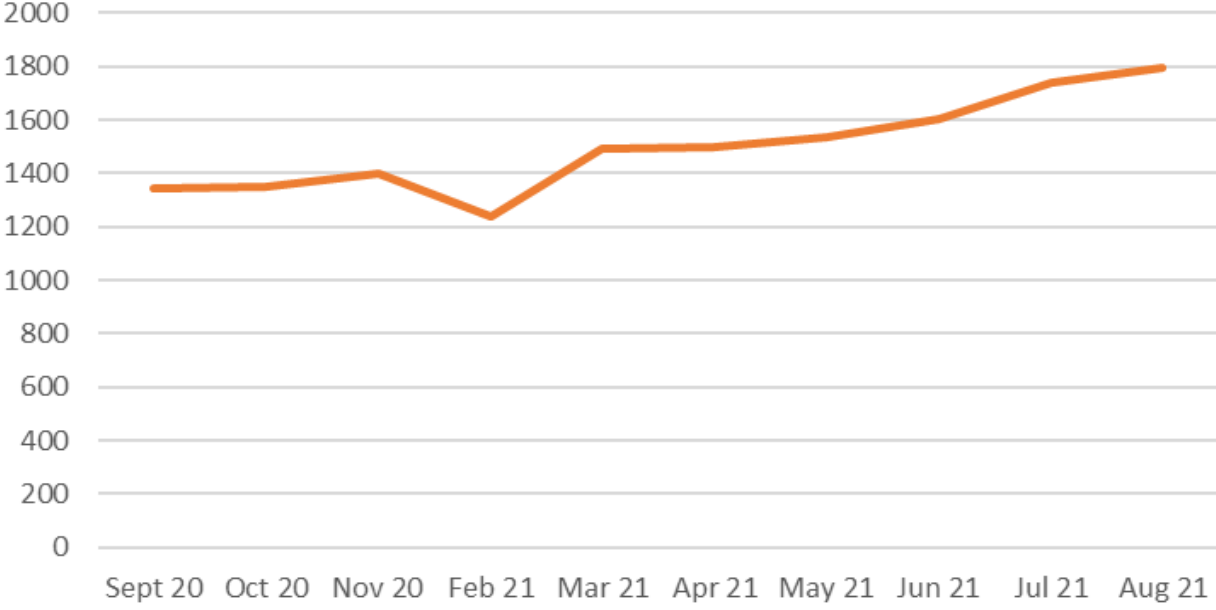
We have met or decreased our TAT while increasing transports completed assignments by an average of 40 additional jobs per month per transporter.



CT & UltraSound TAT



CT & UltraSound Transport Requests

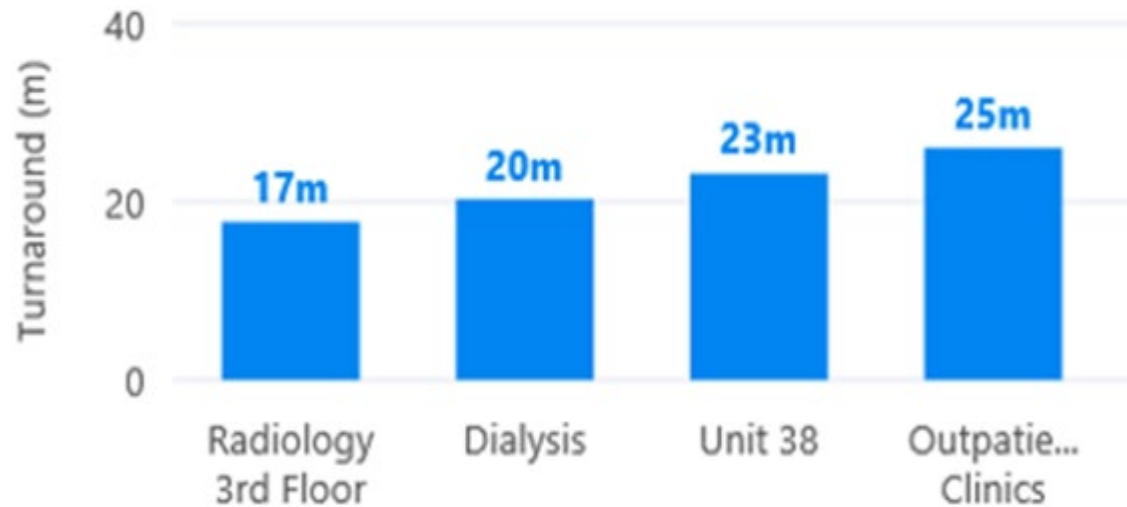


Outcomes & Lessons Learned



- There is a significant decrease in unit 38's TAT due to rover notification implementation
- Decreased number of steps taken by transporters by 5,000

Turnaround by Sector



Steps Taken by Transporters



Next Steps



- Continued collaboration with Nursing to improve rover utilization
- Work with Epic to automate this process
- Continue to utilize LMS to improve and learn
- Monthly meetings with Epic and HCAHPS
- Continue SRC Weekly Process Confirmations





QUESTIONS?

COMMENTS?