OpEx Opts In!

MaineHealth’s Repository Partnership with Lean Process Improvement Projects

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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
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

Document Type: Article
Publication Date: 10-23-18
Institution/Department: Operational Excellence

Keywords: stroke certification, academic medical center, resident, patient, goal, root cause analysis, physician assistant

Abstract
The development and implementation of a reliable method for educating provider groups on stroke discharge order sets was a significant improvement in stroke care. A comprehensive stroke certification program was implemented, and a reliable method for educating provider groups on stroke discharge order sets was developed. The program included root cause analysis, and the results were monitored over time. The program was effective, and the results were positive.

Linda Simonsen
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!
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