

Well Prepared Surgery MCA Expo 2018





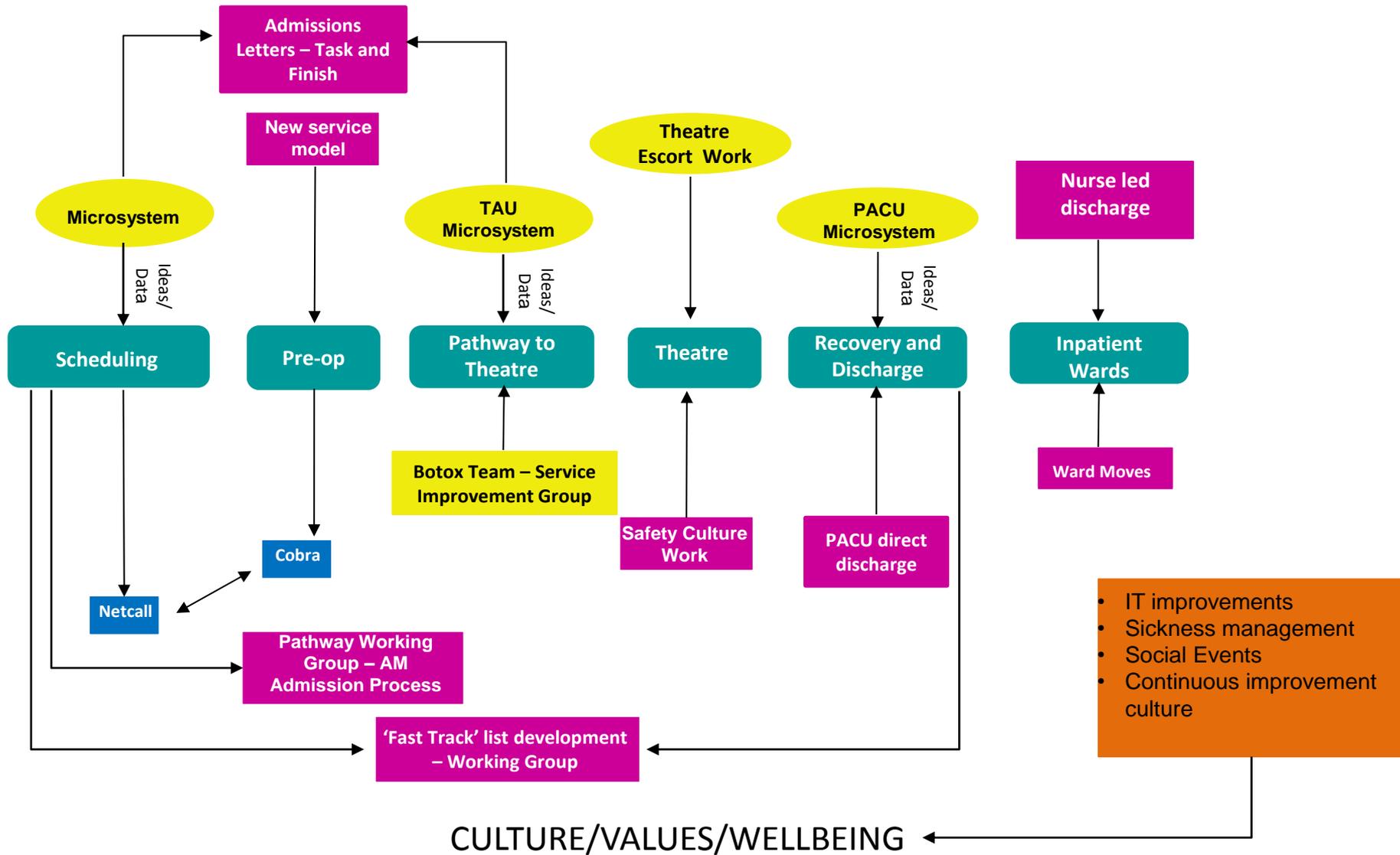
The Team

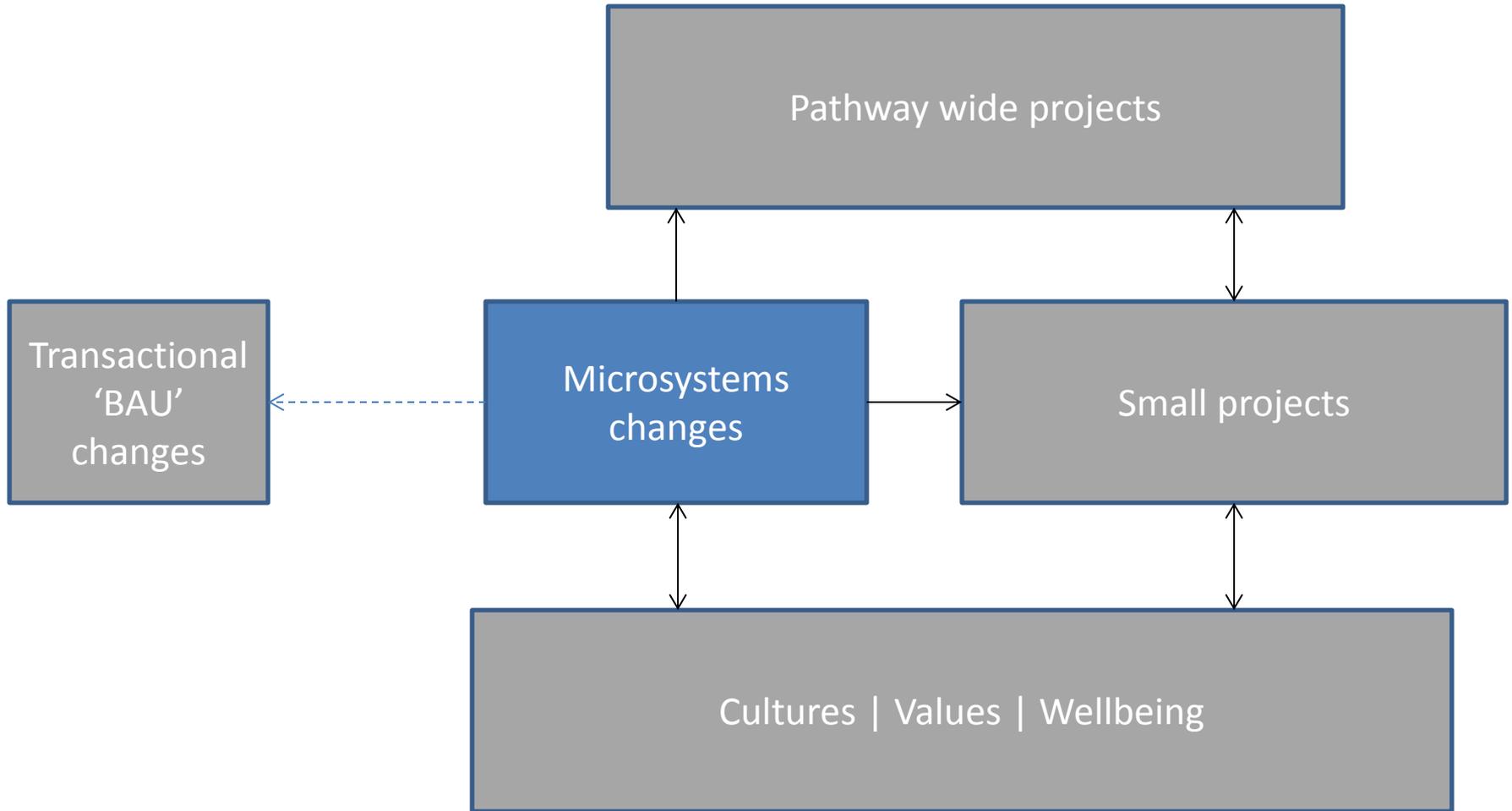
- Adele Sabin - Deputy Divisional Manager of Surgery and Critical Care and Programme Lead
- Jess Sheehan – Service Manager for Well Prepared Programme
- Sam Brown – Service Improvement
- 2 other MCA coaches

The Vision

- A review of the entire elective surgical pathway.
- To foster a culture of continuous improvement within Surgery
- To ensure patients, staff and the organisation are ‘Well prepared’ for every operation we perform.

On-going work streams/projects







PROS

- Provides a forum for small and very specific changes to be made by the people it will affect but also generates ideas to feed into larger projects.
- Helps drive engagement for the wider programme.
- Acts as a teaching mechanism for those new to service improvement – embedding capability.
- Enabling the building of relationships within multi-disciplinary teams prior to involvement in larger projects.





CONS

- Difficult to provide accurate milestones in advance due to nature of methodology.
- Ensuring direction of Microsystem fits with overall programme objectives yet maintaining ethos of Microsystems.
- Confusion for participants involved in both pure project management and also Microsystems (in terms of pace, scope and methodology).
- Making a judgement as to whether Microsystems is the 'right fit' for a specific project/group.



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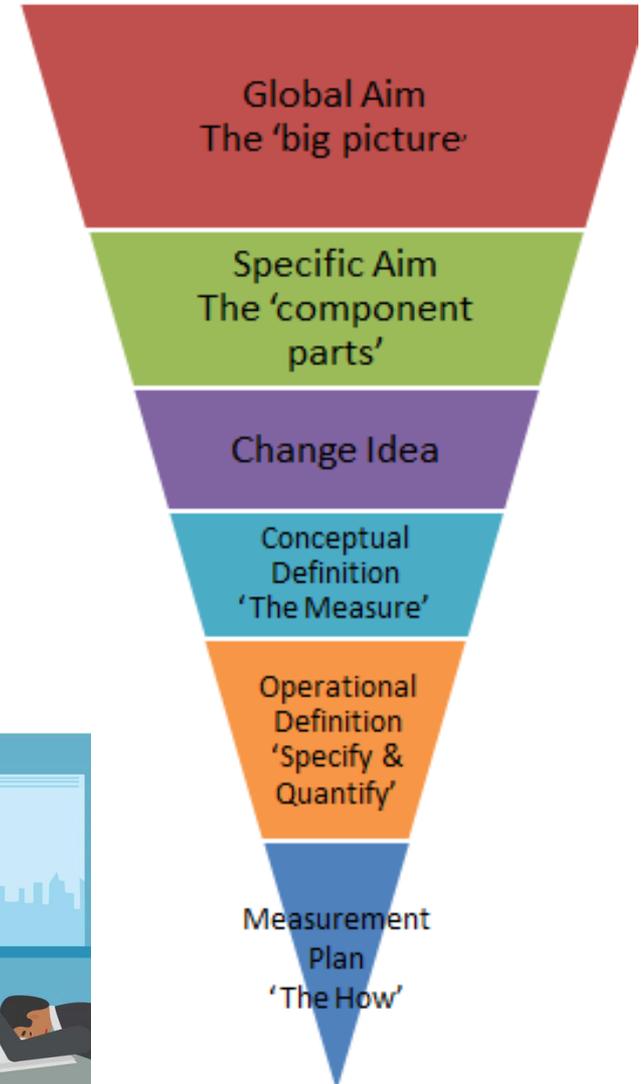


"Yes, Og scared. But mostly confused about timeline."

Applying Microsystem Principles to the 'Every Day'



- Effective Meeting skills
- Reflection
- Patterns – understanding current state
- Measurement
- Process Mapping
- Global and Specific Aims
- PDSA Cycles





The aim of this activity is to help each other understand how Service Improvement tools can be applied to every day scenarios. We have chosen scenarios that we think most people in the room will be able to relate to in some way and have paired them with a tool that we think would be of use in that scenario.

Please get into 5 teams.

On your table you have a card that describes an 'every day' scenario within the NHS. You have also been given a Service Improvement tool to help you manage the situation.

You have 15 minutes to discuss the three questions and will be asked to feedback to the group at the end.

Please record answers/conversations on the flipchart paper provided.

Scenario 1

You are informed by one of the consultant surgeons that there is an on-going problem with her theatre list not starting on time due to the time taken to find the necessary equipment prior to the start of her list.

The tool you have is.....

Process Mapping

A planning and management tool that visually depicts the flow of work in the style of a flow chart from the beginning to end of a process.

- 1) How would you use this tool in this scenario?
- 2) How might this be of benefit?
- 3) What would your outputs look like?

Scenario 2

As a member of clinical staff in an outpatient setting, you have had a number of conversations with your colleagues about wanting to change a form used in clinics to improve communications with the admin team. There is an afternoon coming up in the near future where the department is quieter than usual and you plan to discuss this with your team in more detail.

The tool you have is.....

Effective Meeting Skills

A set of four 'job cards' of Leader, Facilitator, Recorder/Minute Taker, and Time Keeper to distribute within your meeting team. Everyone else in the meeting is a 'participant'.

- 1) How would you use this tool in this scenario?
- 2) How might this be of benefit?
- 3) What would your outputs look like?

Scenario 3

As a receptionist in a busy GP Surgery, you often receive complaints from patients about clinics running late, and the waiting time in the surgery being too long. You want to do something about this, but at the moment you do not know the scale of the problem or how you can make it better.

The tool you have is.....

Measurement – collecting baseline data

Finding a factual baseline of data which measures the element of service you want to improve and is representative of a 'typical' day.

- 1) How would you use this tool in this scenario?
- 2) How might this be of benefit?
- 3) What would your outputs look like?

Scenario 4

As a member of staff in the Supplies Department, you have a number of deliveries to make on a daily basis, and want to find the most efficient method for making these deliveries because you have a targeted time frame. As a member of the team, you think you have some solutions which will make delivery faster but you need a way of testing your ideas with the full team.

The tool you have is.....

PDSA Cycle

A template that enables you to PLAN what you are going to, DO it, record what you did, STUDY how this worked in practice, and ACT accordingly upon findings.

- 1) How would you use this tool in this scenario?
- 2) How might this be of benefit?
- 3) What would your outputs look like?

Scenario 5

You have had a conversation with a member of staff about time management and during the conversation, they become quite upset. You are unsure why this has happened as you thought you were tactful and delivered the message. You feel you need to understand why this happened.

The tool you have is.....

Reflection

Taking time away from normal life stresses to think about situations that have happened and contemplate how your actions/words are perceived and how you might address this moving forwards.

- 1) How would you use this tool in this scenario?
- 2) How might this be of benefit?
- 3) What would your outputs look like?



Questions / Comments?

Feel free to contact us after the expo:
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