Visual Management Board: Achieving Organizational Outcomes
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Problem: Engaging the staff in identifying and solving problems that affect workflow, patient satisfaction, and quality initiatives that result in perfect care.

Evidence: Previously the staff could not verbalize an understanding of the Inova Quality Pillars and metrics displayed on the unit.

Strategy: A white, dry erasable, magnetic wall paper was affixed to a large wall in the staff lounge. Inova has begun to adopt the Lean Thinking, True North concept. The staff members meet each shift to discuss the progress of the A3s. The metrics are tied to what we do as we become transparent and integrate the information.

Practice Change: The leadership of the unit was able to show the staff a problem solving technique and then step aside and empower the staff to solve problems affecting the unit and the unit’s quality outcomes. The staff writes the problem statement and analyzes root causes by asking “why” repeatedly.

Evaluation: The problem analysis was compared with the previous Creative Solutions board where problems were identified and were analyzed much less thoroughly and efficiently.

Results: The staff has demonstrated their ability to determine the root cause of any problem—not limited to clinical issues. They can analyze an issue impacting any part of their nursing practice

Recommendations: The unit was featured at the Inova Leadership Institute and staff demonstrated and discussed the A3, root cause analysis, process with the entire Inova health care system.

Lessons Learned: The staff learned to analyze problems and conduct root cause analysis utilizing the A3, Lean Thinking process. Elements of the True North concept impacted all areas of this analysis and permitted the staff to solve long standing unit problems that had been previously unsolvable.

Biography:
EPA. Lean thinking and methods. (2013). Retrieved from 
http://www.epa.gov/lean/environment/methods/kaizen.htm


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