

TCAB HOWTO

Points for Successful
Enculturation of TCAB on your
unit....

Southern Maine Medical Center Biddeford Maine

- 5th largest healthcare provider in Maine
- Largest healthcare provider in York County
- 150-bed licensed community hospital
- MS3: 32 bed med surg/oncology unit
- RN's: 43 , CNA's: 21
- RN/Pt ratio's: 4-5 days; 5-6 nights
- Average daily Census: 23
- Began TCAB March 2009



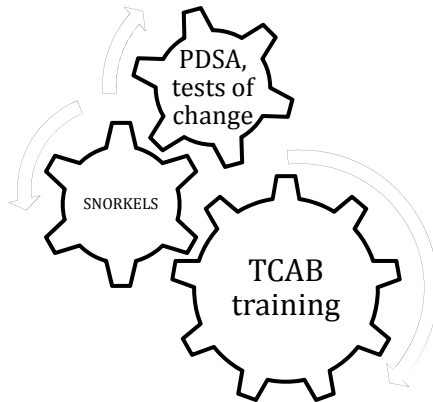
So we're from the "other" Portland....



MS3 Before TCAB



What Happened?



- Portable phones to call MD's
- POD system
- 2 CNA's each POD
- Safety Huddles
- Assigned/Buddy Intentional Rounding
- Equipment Parking Spots
- Eliminated non-value added tasks
- Covering lunch breaks within each POD
- New Documentation Screens
- Supplies to the bedside
- Patient Whiteboards
- Established Unit Council

First Steps

MS3 Original Aim Statements

1. Reduce falls with injury to ZERO by December 31st 2009
(Safe and Reliable Care)

• *Measure: Fall with injury rate*

2. Increase Nurses time at the bedside by 25% by December 31st 2009 (Value added Care/Patient Centered Care)

• *Measure: Time Motion Study*

3. Increase Patient Satisfaction (willing to recommended SMMC) to 80% HCHAPS and 96% with Avatar by 12/31/09 (Patient Centered Care)

• *Measure: Patient Satisfaction scores*

4. Increase Team Vitality by 20% by 12/31/10 (Team Vitality/Teamwork)

• *Measure: TCAB Team Vitality Survey*

Snorkel!



TCAB Lingo

Test of Change=Initiative=Innovation=Process Improvement Project

PDSA=Process and structure to guide your test of change

Snorkel= Brainstorming session to generate ideas for tests of change

Measure= Method you will use to judge the value of your test of change.
Can be qualitative or quantitative data:

Staff Surveys, Patient Satisfaction Results, Time Motion studies, fall rates, etc

Ring of Knowledge= Small card highlighting a test of change you wish to share with your colleagues at TCAB face-to-face meetings. Everyone collects them as a way to “steal shamelessly”

Storyboard= Poster presentation for TCAB face-to-face meetings

Project How To:

Staff Generated Idea
 PDSA
 Assign Project Leader
 Educated Staff on Change
 Set time for End of test
 Evaluate Staff feedback
 Measure Outcome
 Adopt, Adapt or Abandon

WORKSHEET FOR A SMALL TEST OF CHANGE

TEAM:
 Overall Aim/Goal:

| Describe your first (or next) test of change | Person Responsible | When to be done | Where to be done |
|--|--------------------|-----------------|------------------|
| | | | |

Plan

List the tasks needed to:

Where to be done

Forecast what will happen:

Compare to prediction

At this point, you have planned your test and will not be able to complete the Do-Study-Act portion until you run the test.

STOP

Do: Describe what you did

Study: Describe the results

Act: Describe how you will change the process

TCAB FEEDBACK
 Your input is vital for success

AIM: *Have 100% questions put into folders by the secretaries throughout the day*

Feedback: *Have 100% questions put into folders by the secretaries throughout the day*

Meetings

Our Unit Council:

Meetings weekly at first
 Then bi-weekly
 Now monthly
 Call in system

Things You'll Need:

Facilitator, scribe
 Agenda
 Meeting minutes *with* action plans
 Assign a leader to each test of change and PDSA
 Time for staff to attend
 Set meeting date & time
 Bribe with food



Keeping Everyone in the Loop

You will need **MULTIPLE** ways to inform your staff of changes....

- Emails
- Staff Meetings
- Posters
- Flyers throughout your unit
- Bulletin boards
- Post its on lockers
- Updates on Pay stubs
- Newsletters
- Face to Face Communication
- Mandatory Educational Inservices

Our Biggest Success....

Bulletin Board in the Bathroom!



Quick Wins

- Gophering List
- “What would you eliminate from your day?”
- Comment Box
- Voting Posters
- Badge card with frequently used phone numbers
- “What makes a good day, what makes a bad day?”
- Expectations & Ownership Document
- Peer Interviews
- Quiet Zone’s for Medication Preparation
- Discharge Follow up Phone Calls

| | | | |
|----------------|------|------------------|------|
| ICU | 7101 | ICU 4 | 7480 |
| Admission | 7128 | OR | 7740 |
| Blood Bank | 7129 | PAEDI | 7742 |
| Cardio-Pulm. | 7792 | PEDI | 7830 |
| Cell Room | 7138 | Pharmacy | 7875 |
| Central Supply | 7133 | Phoniatry Clinic | 7833 |
| Dist. Office | 7243 | Radiology | 7370 |
| IS | 7000 | RT | 7790 |
| ESAP | 7381 | SCU | 7470 |
| Inf | 7780 | Security | 7700 |
| IS | 7501 | Ultrasound | 8077 |
| Lab | 7180 | WIS | 7700 |
| Med. Mgmt | 7301 | Workshop | 7800 |
| MDM | 7480 | Wound Clinic | 7800 |
| Med S | 7480 | Work Shop | 7878 |



Stumbles in the Road

- Poor staffing
- High Census
- Poor meeting attendance
- Non-compliance from staff
- Burnt out TCABers



Staying on Track

- Positive people!
- Administration & Manager Support
- Celebrate Success
 - Have parties, give prizes, staff recognition
- Off site Retreats
- Lead by example
- Post Data Results, PDSA's
- Don't be afraid to Abandon
- Protected "Project Time"**



 Southern Maine Medical Center

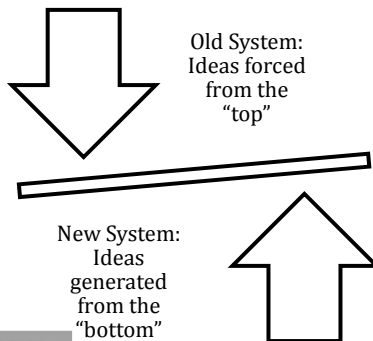
Recruiting the "T-CRABS"

Engage them with simple tasks: posters, bulletin boards

Turn Complaints into action plans

Always bring it back to patient care....

Most staff are happy to help and be involved, they just need an invitation



TCAB is an opportunity to improve your work environment, improve patient care and increase job satisfaction through YOUR ideas. No idea will go un-noticed, everyone will be involved. We will try everything because you have the best ideas to improve our unit.



 Southern Maine Medical Center

Lessons Learned

TCAB is not any ONE thing. It is a philosophy, a culture, a way of life.

Don't expect Miracles overnight

Change takes time, culture change takes even longer

**There is nothing wrong with change,
if it is in the right direction
-Winston Churchill**

**It is not the strongest of the
species that survive, nor the
most intelligent, but the one
most responsive to change.
-Clarence Darrow**



**Be the change you want to see in
the world.— Mahatma Gandhi**

**The key to change...
is to let go of fear.”
-Roseanne Cash**



**To improve is to change. To be perfect is to
change often. — Winston Churchill**