

# What is DMS ?

**Daily:** *every day.*

**Management:** *action that changes the natural course of things toward an intended outcome or state.*

**System:** *a set of connected, inter-dependent practices.*

- ✓ A means of ensuring that our work environment is stable & safe
- ✓ A means of reinforcing standard work
- ✓ The way difficulties in meeting standard work are discussed and resolved
- ✓ The way issues are tracked to resolution

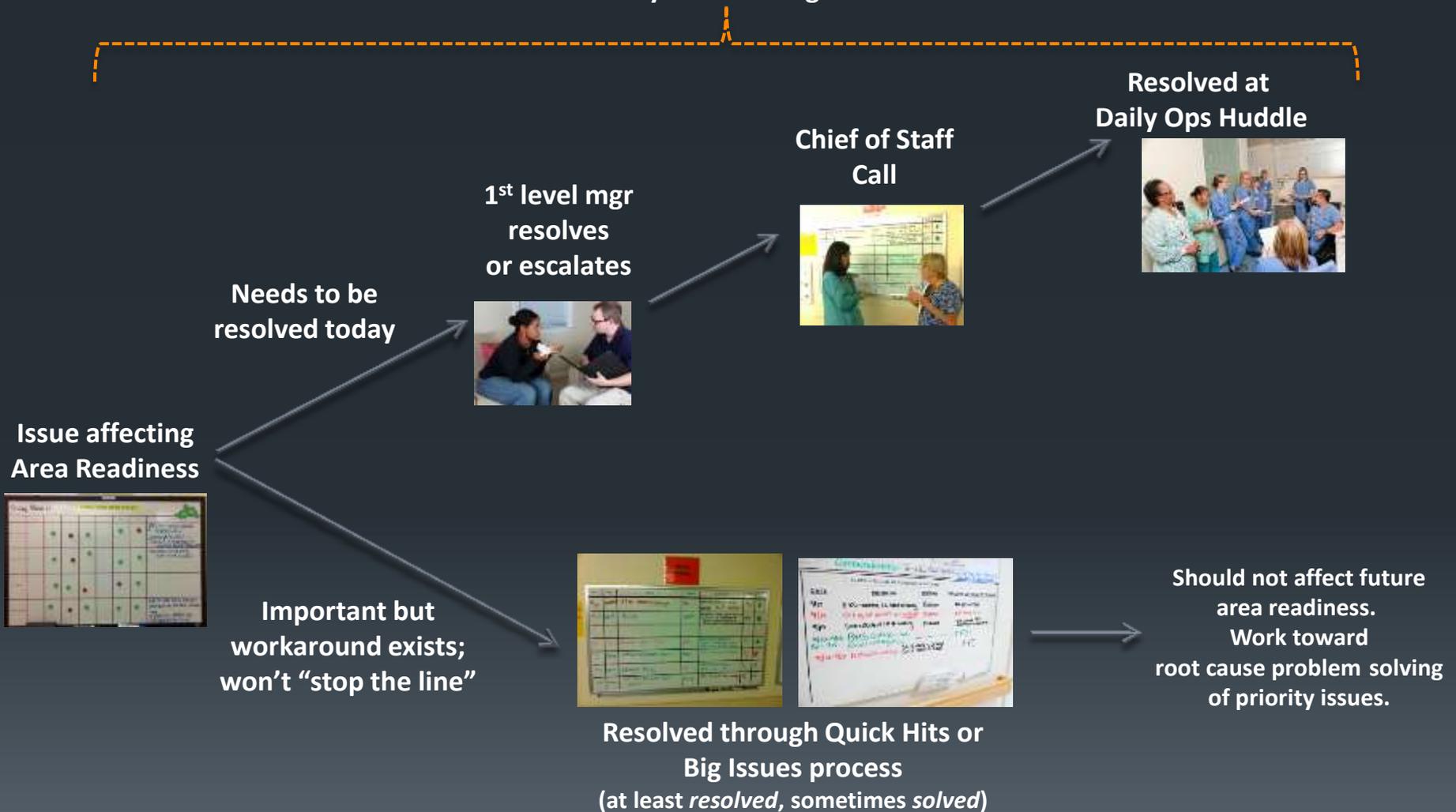
# What can DMS do for us?

- Improve by removing obstacles and waste we face everyday.
- Support the frontline staff by making it easier for them to do their daily work.
- Actively manage the daily work to produce the intended outcomes.
- Create a basis for continuous improvement.



# Area Readiness Flow

Protected by the Meeting Free Zone



# Components of DMS



Supports the front line  
in **Serving those who Served**

Components of the DMS System

**Leading Continuous  
Daily Improvement**



**Managing Performance**



**Maintaining Stability**



**Establishing Stability**

Structure to support DMS

# MESS

## “What’s getting in the way today?”

The elements of the MESS board support the processes behind it, with a goal of ensuring area readiness and stability of a unit. Remember that the items on the MESS board are ones that need to be resolved *that day* or *that shift*.

1. Define the scope of your operation

2. Define the MESS needs for the areas

- Methods
- Equipment
- Supplies
- Staff



3. Use visual cues (e.g. red/green) to record the check

4. If required, identify the issue and what is being done to resolve it *for that shift*

# Quick Hits – “One and done”

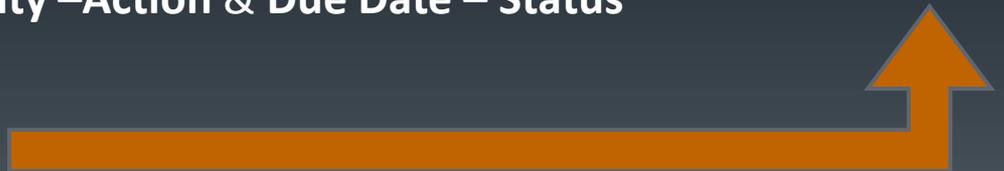
- Structured to track issues and focus on resolution
- Identify the issue and what is being done to resolve it
- They are issues that can be resolved through 1 action

Date	Location	Owner	Issue	Action	Resolve Date	Completed?
22-Aug	SSU	Bev	Patients arriving at appt time, not early enough for admitting	appt with Diane Flynn to write letter to parents	23-Aug	●
22-Aug	SSU	Bev	Who's job is it to ensure pts arrive on time?	Bev to pull andon, email Denise unifying units/policy to keep pts on time	25-Aug	
22-Aug	APU	Bev	green!			●
22-Aug	PAC U	Wendy	Post-op note quick solutions are skewing the overall data	Pause collection of post-op note data, add transportation onto the PACU audits	24-Aug	●
22-Aug	Materials	Nancy	Kanbans red	Nancy to make announcement about Kanban carts	23-Aug	●
22-Aug	SPD	Linda	Kanbans	Work in Progress!	23-Aug	●
22-Aug	OR	Nancy	OR whiteboards unorganized and difficult to read	Reorganize--SPD, OR, Materials	23-Aug	●
22-Aug	Scheduling	Emily	Cardiac scheduling patients within frozen period	Decipher how to track Cardiac pts	23-Aug	●
22-Aug	PAC	Mey Jung	no quick hits			●

- Includes **Date – Issue – Responsibility – Action & Due Date – Status**

- Use visual cues (e.g. **red/green**)

- Easy to access, easy to use, easy to see, easy to understand at a glance



# Big Issues

Many steps to address issue.....aka complex issue

## Big Issues Board

### 1. Set up Board Headers

Should include

- Date - Issue - Responsibility
- Next Milestone & Due Date
- Status

### 2. Identify the issue and owner

*Only one Big Issue assigned to any one person at a time*

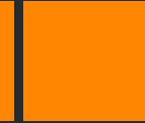
### 3. Track what is

being done to resolve the issue

### 4.. Use visual cues (e.g. red/green)

DATE	AREA	ISSUE	OWNER	MILESTONE	TARGET	STATUS
4/24	Network	O.P.M. Weekend coverage	Joe	Weekend coverage starts including 9/5 IT Big Board	9/5	Green
8/24	IT	Big late	John	Proposals received from Small Co. Launch next for Big Board for current status. Includes all Small company performance	9/9	Green
4/1	IT	Business Line - in issue	Rev	Meet & learn session re Business Line/Support team	4/1	Green
7/2	IT	Vendor - equipment Teams	Henry	Communicate to Teams	9/2	Red
4/24	IT	Deployment Process	Uch	State solution for IT Deployment - 4/24	4/1	Green
100	IT	Case - case duplicate piece (support)	Henry	Case for Jan to case reports	4/1	Green

# Meaningful Metrics



## Emergency Dept. Example

- Patient Satisfaction Scores
- Length of Stays
- Door-to-Doc Times
- Doctor to Decision Time
- Decision to Discharge Time
- Left Without Being Seen (LWBS)
- Waiting times
- Patient Safety
- Equipment damaged or not working

