



# StreamLine

Redesigning VASNHCS One System At A Time

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## In this issue:

Introduction to Systems Redesign	1
Message from the Director	1
Lean Training	2
SR Lean Project Highlight	2

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## Systems Redesign (SR) Introduction

The purpose of Systems Redesign is to improve systems and process performance. Using Lean methodology, Systems Redesign projects focus on patient access, throughput, and level of care transitions. Systems Redesign is successful due to the existence of a "burning platform" around the need to increase patient capacity, front-line staff engagement, a clear return on investment (in terms of quality of care and patient satisfaction), and a well defined measurement system. In order to sustain and spread the transformation, VHA created the infrastructure required to support partnerships and to measure facility performance at regular intervals.

## LEAN FAQs

**Q.** What is Lean?

**A.** Lean is a systematic approach to improving the reliability of processes through the identification and elimination of operational barriers and sources of variability within a process or system. Lean is derived from methodologies developed in the Japanese automotive manufacturing industry. The focus of Lean is always on the customer and the Value Stream. It is a pursuit of perfection by constantly eliminating waste through problem solving. Within health care processes, Lean involves an in-depth examination of the clinical and operational processes from the perspective of the patient or staff member.

## What can you learn in 30 minutes or less?

The Systems Redesign Team will be offering Lunch and Learn sessions to provide information about the Lean process improvement methodology. Sessions will occur the second and fourth Wednesday of each month starting on March 11, 2015. The sessions will start at 12:00 and end at 12:30 and will be offered virtually through Lync live meetings.

Additional information can be found at: <http://bit.ly/RenoSR-LL>

The topics will include:

- Introduction to Lean
- VA TAMMCS and A3 Thinking
- Current State Mapping
- Lean tools – 5S
- Lean tools – GEMBA
- Lean tools – Root Cause Analysis - 5 Whys
- Lean tools – PDSA
- Lean tools – PICK Chart

Questions can be emailed to [VHARENSystemsRedesign@va.gov](mailto:VHARENSystemsRedesign@va.gov) or by calling Christine Perry at X6647

## System Redesign 2015 Trainings

**Yellow Belt Requirement:** Commit to participate in at least one process improvement project within one year.

**Green Belt Requirements:** Successful completion of Yellow Belt training and process improvement project. Commit to lead one process improvement project as a Green Belt within one year.

**Black Belt Requirements: (Limited enrollment)** Successful completion of Green Belt Requirements and commitment to lead two projects within one year.

**You're supported!** Systems Redesign Coordinators will facilitate or co-facilitate your certification projects.

**Play the Systems Redesign Game** to learn more about how much fun and helpful LEAN can be:  
[file:///W:/Public/Systems Redesign/Alphabet Connect-with links.ppsx](file:///W:/Public/Systems%20Redesign/Alphabet%20Connect-with%20links.ppsx)

<u>Start Date</u>	<u>End Date</u>	<u>Course</u>	<u>TMS #</u>	<u>Location</u>
Tues Feb 17	Thur Feb 19	Admin Yellow Belt	VA 3841898	L1929
Tues Mar 17	Thur Mar 19	Green Belt	VA 3862744	L1929
Tues Apr 21	Thur Apr 23	Value Stream/ROI	VA 3863455	L1929
Tues May 19	Thur May 21	Yellow Belt	VA 3841898	L1929
Mon Jun 22	Weds Jun 24	Green Belt	VA 3862744	L1929
Tues Jul 28	Thur Jul 30	Yellow Belt	VA 3841898	L1929
Tues Aug 25	Thur Aug 27	Green Belt	VA 3862744	L1929
Tues Sep 29	Thurs Oct 01	Black Belt	VA 3862746	L1929

## SR Project — New Enrollee Onboarding



New Enrollee Onboarding Team

New Enrollee Onboarding was the first Rapid Process Improvement Workshop (RPIW) that the medical center conducted. The event was focused on reducing the wait time for Veterans' first appointments. The wait time at the beginning of the event averaged 42 days. The team's Aim was for 95% of new enrollee walk-ins to be seen on the same day. The transition began 3/31/14, with full roll-out on 6/2/14, at which time the team met its Aim. New enrollees who can't be seen on the same day (no matter the reason) have experienced a wait time of ~3 days. During the T21 site visit the team's results were named a best practice and is being shared with other sites. Anecdotal reporting is that morale has improved since completion of the RPIW.

### SR Team:

Debra Moreno, Chief X6645  
 Christine Perry X6647  
 Steven Potts X6719  
 Damian Reese X6623



New Enrollee Onboarding Team