

Rapid Improvement Training Project

The SigmaMed **Rapid Improvement Training (RIT)** project is a 1-day event designed to mentor a team in effective use of the Lean Six Sigma (LSS) process improvement methodology, while sustainably solving an important facility challenge. The **RIT** project format emphasizes team building, honest communication, and leadership development, and team members leave the project motivated to bring their new understanding to the facility.

Using the “vital few” tools of LSS, a cross-functional team will analyze and solve a current problem. In the process of solving this problem they will gain the skills, experience and confidence to apply Lean thinking in their work. You energize your team, earn a tangible ROI on your training dollars, and take one problem off your to-do list for good.

From one of our clients:

“This was the best 1-day training I have ever experienced. The team’s solution was far better than I could have expected and they now know how to correctly use Lean tools to tackle our next challenge. I would unconditionally recommend the Rapid Improvement Training to any CEO who wants to quickly get things done and build the capacity to continuously improve!” - Greg Was, CEO, White Mountain Regional Medical Center

Case Study - White Mountain Regional Medical Center

White Mountain Regional Medical Center (WMRMC) in Springerville, AZ is a Critical Access Hospital with 15 beds. In 2014 staff noted excessive delays in medication administration after patient transfer from ER to the Med-Surg floor. The hospital had been dealing with inconsistent admission orders for some time and this was determined to be the cause. In addition to potential lapses in patient care, the admission order issue was causing discord between departments, risking potential fines, and causing waits that were diminishing credibility in the community. WMRMC personnel had attempted to resolve the problem over 2+ years to no avail and they needed another approach.

As part of the Small Rural Hospital Transition Project, the National Rural Health Resource Center (Center) engaged SigmaMed Solutions (SMS) to facilitate a **Rapid Improvement Training** project. Following several preparatory calls to charter the project, gather data, and provide webinar training in key aspects of Lean Six Sigma, the project team, SMS, and Center personnel met for a 1 day **RIT** event at WMRMC. Using various LSS tools, the team identified root cause, planned intervention experiments using the PDCA cycle, and created a control plan for the process. Follow-up calls were conducted at 2 weeks, 1 month, and 2 months post-project to track results and ensure sustainability.

Prior to the project, the defect rate – i.e. admission orders not completed by a hospitalist in a timely manner – was measured at 75%. At 1 month post-project, the defect rate was determined to be 0%, with the team now measuring process performance in minutes, rather than hours. At 2 months the defect rate was still 0% and the process considered stable. The **RIT** project enabled WMRMC to reach their improvement goal, facilitated open communication between departments, and began building the internal capacity to lead future improvement efforts.

SigmaMed Solutions

SigmaMed Solutions specializes in mentoring small and rural hospitals and clinics in the proper application of the Lean Six Sigma methodology to the most urgent patient care, compliance, operational or revenue-related issues. The fundamental premise of our work is that the only way to teach LSS is by using it in an improvement project that will generate returns to pay for itself many times over. We use a risk-sharing pricing model and guarantee a 100% ROI.

In addition to the 1-day intensive **RIT** project, we offer a 1 day executive session on keys to organic facility transformation using LSS; 2 day hands-on training in LSS and the tools of continuous improvement for managers and staff; Lean visual management tools to drive continuous improvement and staff engagement; and, 4-5 month fully facilitated LSS projects to address high priority organizational challenges and mentor a LSS Green Belt.

To discuss how we might approach your organizational challenges and get started, please contact Jamie Martin, CEO and LSS Black Belt (303-717-0806; jmartin@sigmamed-it.com).