

REASON WHY?

The therapy team have a number of ward areas that they work on and as a result can be in different places on different days. It can be difficult for the teams to be able to tell at a glance where team members are and identify the key tasks that need completing.



To improve the visibility of key tasks to 100% by 30th April 2023.

PLAN

The therapy team currently have a number of daily tasks that are required to be completed. The teams are not always aware of the flow within the team so plan to use a production board to visually manage the tasks and enable greater visibility of the workload and reduce the chance of defects due to hidden information.

BEFORE PHOTO



DO

The team communicated with and gathered feedback from colleagues to understand what was required in order to better manage the daily tasks. Following the initial discussion the team ordered a magnetic board, magnets and colour co-ordinated each therapy team role based on therapy profession and staff type. The team utilised the 5S principles by first sorting the necessary from the unnecessary and ensuring the board had the required information. The production board is utilised to highlight which team member is working on which ward. The team used feedback from colleagues to ensure that cross site and split day working is visible on the board including contact numbers. Each week the board is updated with the work allocation for the following week.

AFTER PHOTO



STUDY

The team measured the success of their work through the use of the 5S levels of achievement grid moving from a level 1 to a level 3. Initial feedback has been received from colleagues "It makes so much more sense and is very clear and visible". The board is checked each day by the co-ordinator to understand staffing allocations and clearly highlights any staff moves that are made. Visibility of key tasks has improved by 100%, meeting the overall aim.

5s Levels of Achievement Grid

Levels of Achievement	Level V Continuously Improve	Level IV Focus on Reliability	Level III Make it Visual	Level II Focus on Basics	Level I Just Beginning
	<p>cleanliness problem areas are identified and mess prevention actions are in place</p> <p>map created for each item in storage room showing general location and layout of materials and can be retrieved quickly with minimal effort</p> <p>potential problems are identified and countermeasures are documented</p> <p>reliable methods and standards are shared throughout similar work areas</p> <p>root causes are eliminated and improvement actions focus on developing preventive methods</p>	<p>work area has documented housekeeping responsibilities and schedules, and the assignments are consistently followed</p> <p>items rotating from storage and use, create visual control to identify point of use</p> <p>inspection of area occurs daily and work areas and equipment are restocked and organized</p> <p>reliable methods and standards are adhered to by all members of the work group</p> <p>sources and frequency of problems are documented as part of routine work, root cause of non-compliance are identified and corrective action plans are developed</p>	<p>initial cleaning has been completed, items disposed of according to auction</p> <p>needed items are outlined, dedicated locations are properly labeled and required quantities are determined</p> <p>visual controls and indicators are established and marked for the work area equipment, files, and supplies</p> <p>documentation for all visual controls exist</p> <p>work group routinely checks area to maintain 5S agreements</p>	<p>needed and not-needed items are identified and those not needed are removed from work area</p> <p>needed items are stored and organized according to frequency of use</p> <p>work group has agreed on items to be checked and acceptable performance levels documented</p> <p>work group has documented agreements for needed items, organization, and work area controls</p> <p>documentation of completed 5S is posted in work area, 5S is incorporated into new staff orientation</p>	<p>necessary and unnecessary items are mixed together throughout the work area</p> <p>items needed are located in various places throughout the work area</p> <p>key work items are missing and current location is not known</p> <p>standards for work area organization are not followed or documented</p> <p>work area checks are not done regularly and there is no visual measurement of 5S performance</p>
	Sorting	Simplifying	Sweeping	Standardizing	Self-discipline

ACT

The next steps are to ensure that the production board remains fit for purpose and is updated following changes within the team, monitoring over the next 30,60,90 days. Training will be given to new colleagues to ensure the standard work is followed.