

Green Belt Lean Six Sigma Project Report Out

Michael Frazee

Twin Valley Behavioral Healthcare

January 23, 2019



Training Compliance Process

Top Notch Trainers



Agency

Twin Valley Behavioral
Healthcare

Role

Train staff in a Psychiatric
Hospital for better patient care

Background / Scope

- Problem: Annual trainers are not being completed on time

- Scope:

First Step: Determine requirements of the process by listening to the Voices (VOC, VOB, VOP, VOE)

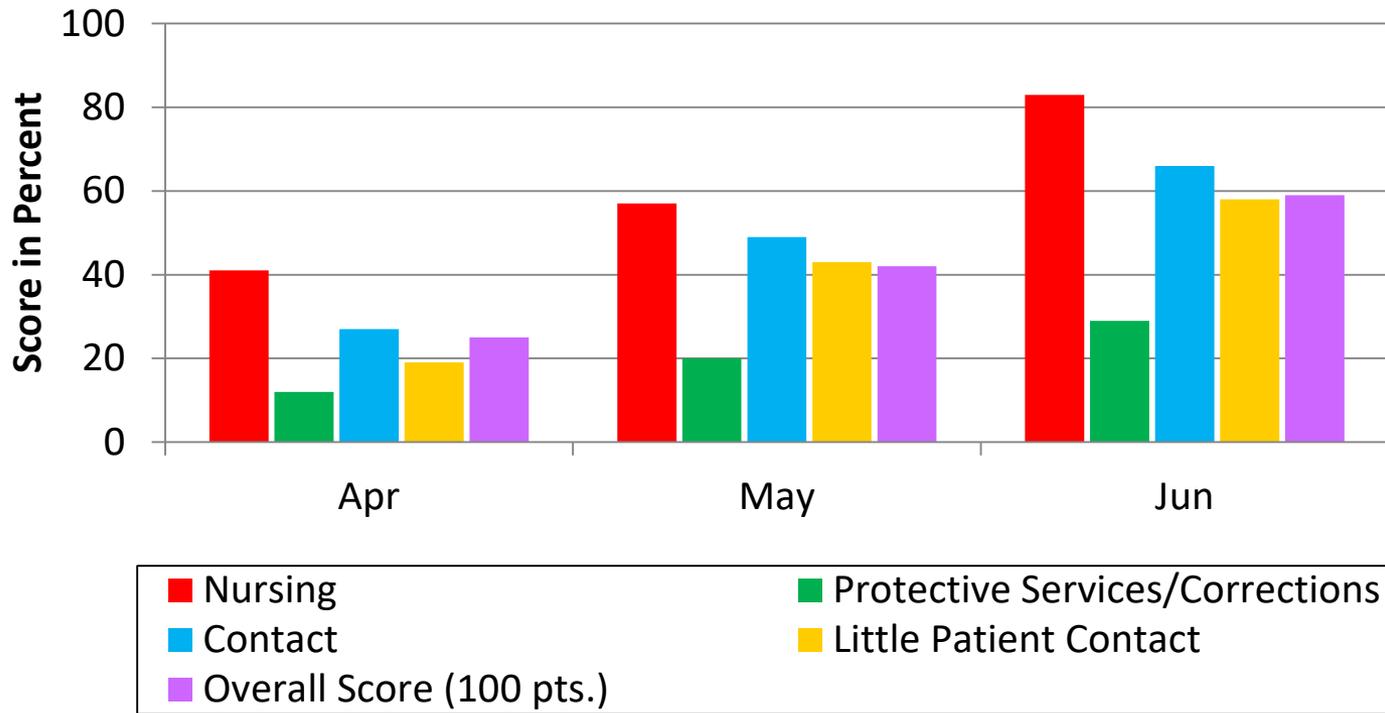
Last Step: Putting it to work

Project Goals

- Project Benefits - **Staff Compliance**
- Goal Statement - **Increase staff compliance to 100% in 90 days**
- Leveraging Opportunities
 - a) **Make Clear, Strategic Asks**
 - b) **Set Realistic Expectations**
 - c) **Provide Progress Report**

Baseline Data

TVBH Compliance Report

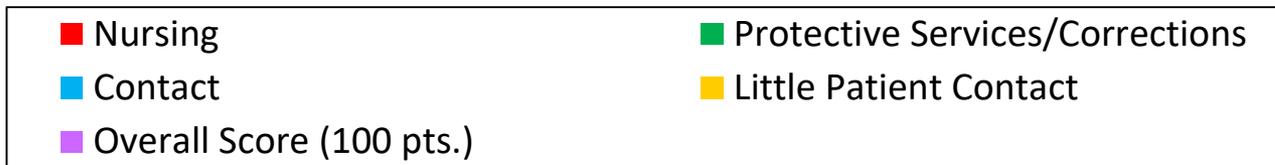
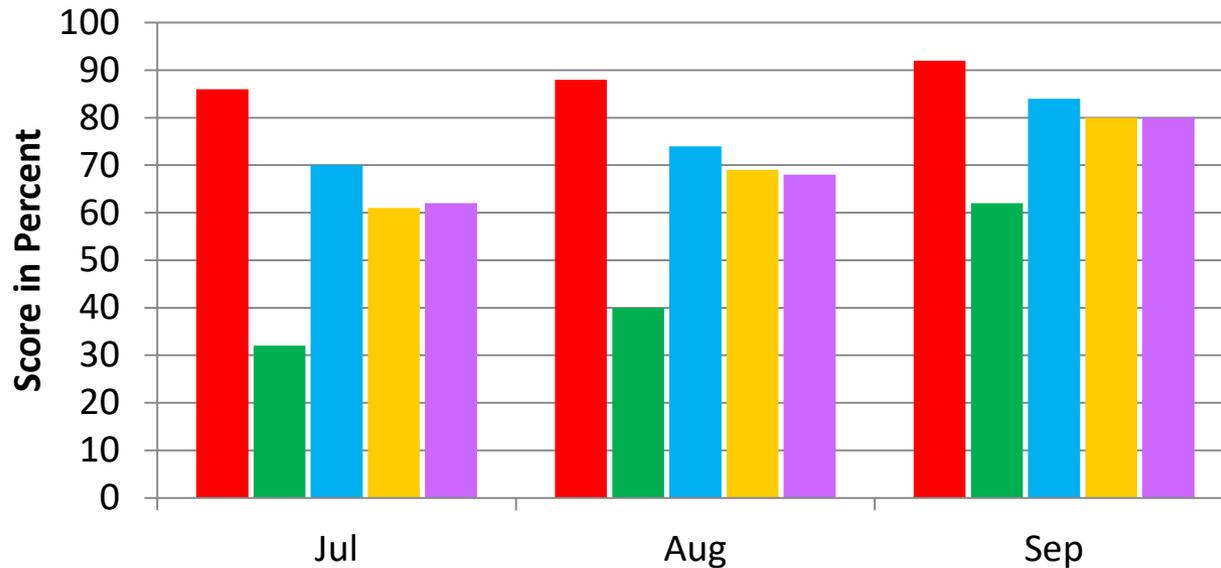


Data Collection Plan

TVBH 2018 Training Compliance Report By Position	Apr	May	Jun
Nursing	41	57	83
Protective Services/Corrections	12	20	29
Contact	27	49	66
Little Patient Contact	19	43	58
Overall Score (100 pts.)	25	42	59

Baseline Data

TVBH Compliance Report

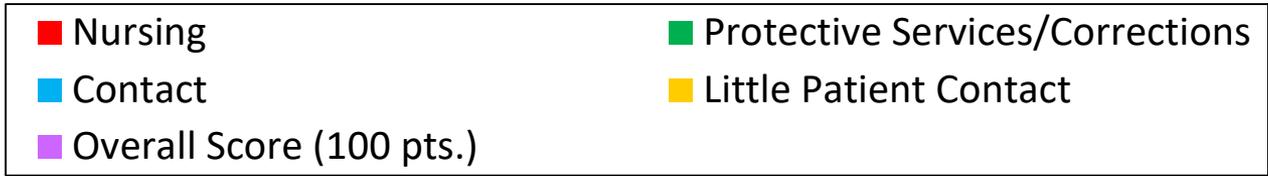
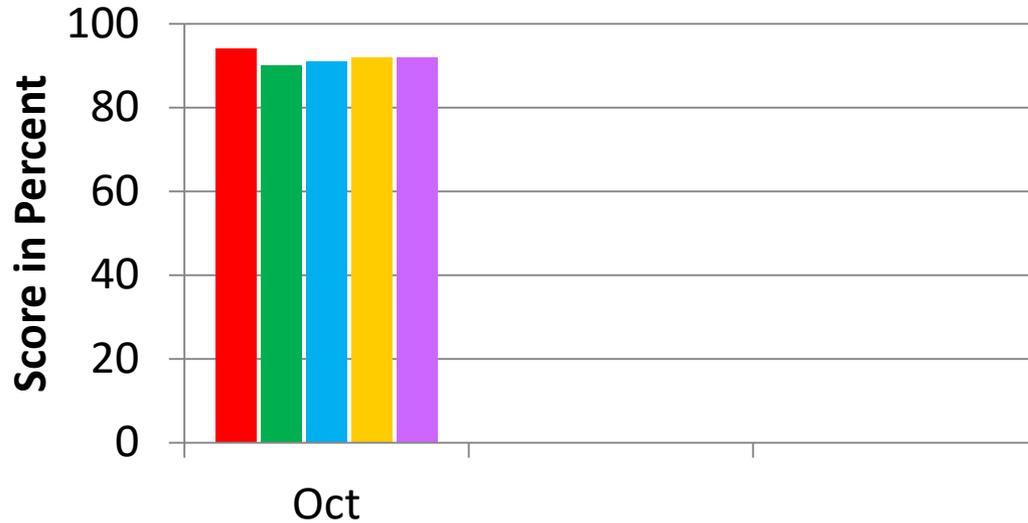


Data Collection Plan

	Jul	Aug	Sep
TVBH 2018 Training Compliance Report By Position			
Nursing	86	88	92
Protective Services/Corrections	32	40	62
Contact	70	74	84
Little Patient Contact	61	69	80
Overall Score (100 pts.)	62	68	80

Baseline Data

TVBH Compliance Report



Data Collection Plan

TVBH 2018 Training Compliance Report By Position	Oct
Nursing	94
Protective Services/Corrections	90
Contact	91
Little Patient Contact	92
Overall Score (100 pts.)	92

Other Tools – To tell your story

- FMEA
- Operational Definitions
- Brainstorming
- Root Cause Analysis

Failure Mode and Effects Analysis

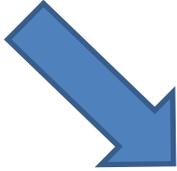
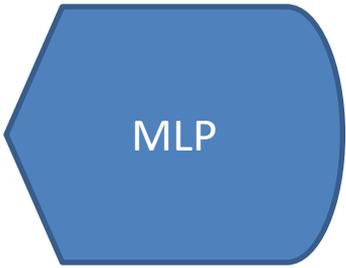
Function or Process Step	Failure Type	Potential Impact	SEV	Potential Causes	OCC	Detection Mode	DET	RPN
Briefly outline function, step or item being analyzed	Describe what has gone wrong	What is the impact on the key output variables or internal requirements ?	How severe is the effect to the customer?	What causes the key input to go wrong?	How frequently is this likely to occur?	What are the existing controls that either prevent the failure from occurring or detect it should it occur?	How easy is it to detect?	Risk priority number
Assign MLP to User	User does not check e-mail for assignment, procedure not followed	Digital trainer does not get completed	10	Out of compliance or loss of qualification	5	Staff report shows red and hospital percentages are below normal	8	400

Failure Mode and Effects Analysis

Function or process step	Failure Type	Potential Impact	SEV	Potential causes	OCC	Detection Mode	DET	RPN
Completing MLP	Past Due Date	User not qualified to work	10	Time and Space to complete trainers	9	Data Report shows delinquent	8	720

Operational Definitions

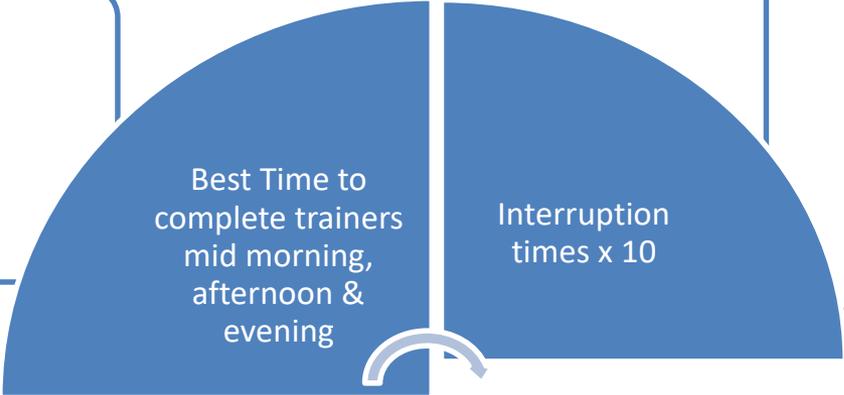
	Who	What	How	Where	When
Trainers Assigned	SET	By Class	Assign Course to User	MLP Database Users	January 2019
Data Collect	SET	By Class	Compliant Staff	MLP Database Reports	February 2019
Run Report	SET	By Class	Compliance Report	MLP Database Supervisor	February 2019



Brainstorming

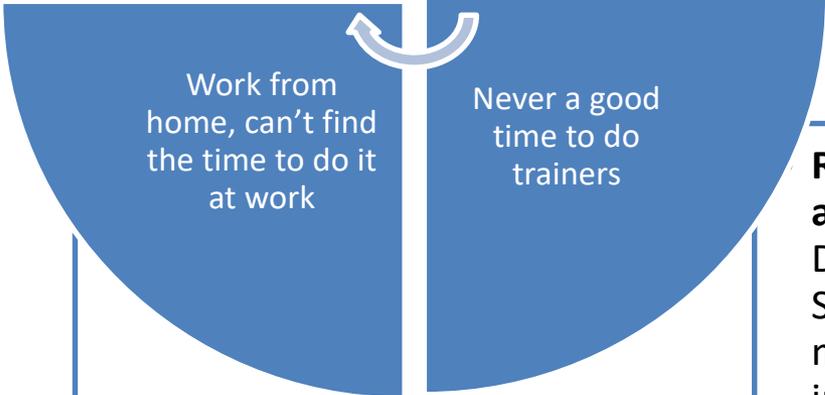


• **Satisfied**- ok, whey Sat



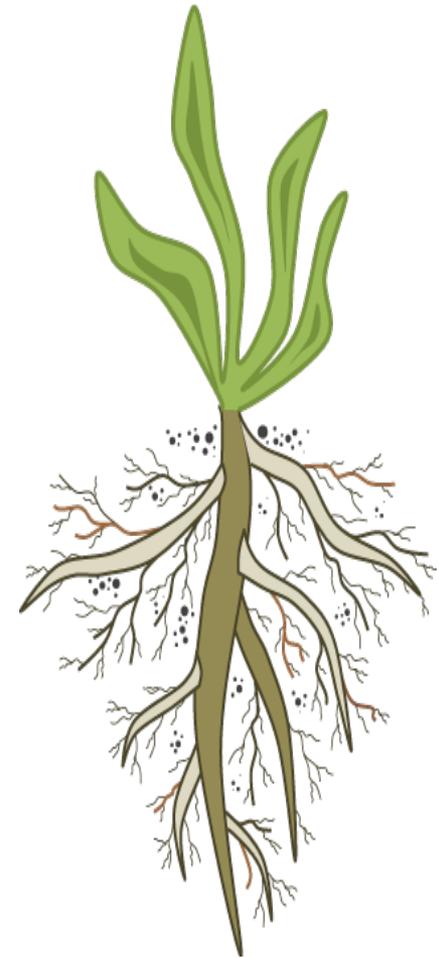
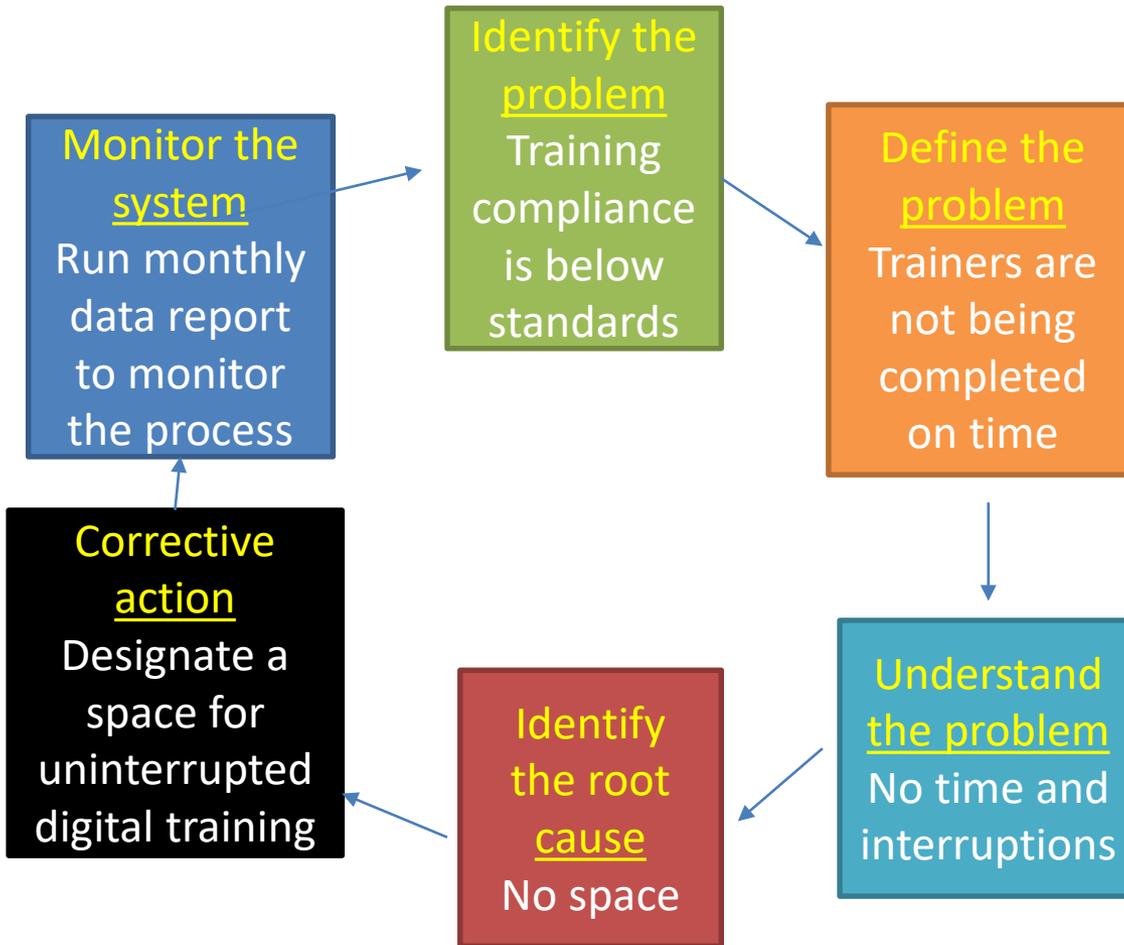
• **Dissatisfied** – No Time, Content Weak, only for compliance, not training

• **Barriers** – Time, patients, interruption, lengthy content, noise



Recommendations – Different Space, less material, no interruptions, more time

Root Cause Analysis



Cost Savings Scorecard

Measure	Projected Savings Monthly
Staff hours wasted a) Over-Time b) Mishaps c) Penalties	300 Hours \$9,000/Month Disability - \$6,000/Month Squad - \$1000/Month
Not Following Policy a) Legal Issues b) Law Suits	Admin Leave - \$3,000/Month Insurance Approximately \$1200/Month
Total	

Project Benefits - Intangible

- Knowledge
- Thinking Skills
- Understanding



- Being compliant in our digital trainers, will improve team dynamics when dealing with culture and patient care.

Improvement Summary

Current Key Issues



Non-compliance



Turn-over Rate



Patient Care

How We Improved



Went from 17% Compliance rate to 92%



General Orientation classes have went from 6 new hires to approximately 3 every two weeks



The hospital has decreased in the number of codes being called

Employees Separated

Departed Warriors



Implementation Plan

Task	Who	When	Status
Surveys	Bill	ASAP	Ongoing
Input Data	JoAn	Weekly	100%
Run Report	Mike	Weekly	100%
Brief Director	Mike	Bi-Weekly	100%

As A Result

The training compliance process is currently above ninety percent. Staff are still frustrated because they have to do annual trainers, but feel appreciated because of a designated space and time to do their digital trainers. This space takes care of patient interruptions and provide staff with a better learning environment and time needed to complete required annual trainers.



Special *thanks* to...

Senior Leadership: Veronica Lofton & Rob Nugen

Sponsor: Twin Valley Behavioral Healthcare

Team Leader: Mike Frazee

Subject Matter Expert/s: JoAn Sims & Bill Eisner

Customer/s: TVBH Staff

Questions/Comments

