**Nursing Embraces Lean**

Nursing areas at Mercy’s Main Campus and Mercy West Lakes have seen an increase in the number of performance improvement projects they have done within the last year. Nursing floors and units now have 15 departments with huddles, 14 of which were started in 2011. There are also many huddles in procedural nursing areas, such as Surgery, the Emergency Department and the Cardiac Catheterization Lab.

Nursing areas have also embraced Lean work and methods in the past year. You might be wondering, “What is Lean?” According to the American Society of Quality, Lean is defined as a methodology that is used to make processes faster, more efficient and less expensive through the removal of “non-value-added” activities, also known as waste.

Both 8 North and 5 North have been piloting different nurse server configurations as part of a Kaizen event to create real time change. They have met daily to evaluate the changes and make adjustments as the new process develops.

Moving forward in 2012, nursing areas will continue to add huddles to departments that have not yet implemented them. They will also participate in 5S work on a unit-specific basis as well as a hospital-wide implementation of 5S work in common areas, such as clean and soiled holds.

Nursing will continue to work on supply management projects relating to wound care products, personal care products, and nurse server product standardization.

Nursing is on an exciting path for performance improvement and Lean work. If you are interested in joining the journey, the Mercy Performance Excellence team offers classes to help train you on Lean tools and methods.

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**Improvement Ideas?**

Visit *Big Mo* on Mercy’s website and submit your idea!

Simply search *Big Mo* at www.mercydesmoines.org and select “Submit a Project idea” on the right side of the page.

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**BIG MO PUZZLE**

*What two nursing units have done 5S work in the nurse servers?*

To be eligible for the prize drawing, submit your answer by interoffice mail to Big Mo in Performance Excellence or e-mail BigMo@mercydesmoines.org by January 23, 2012.

Congratulations Shannon Routson, Mercy Central Peds, last month’s winner of a cafeteria gift certificate.

The answer to last month’s puzzle was “18 staff members”
Upcoming PE Education Classes

Listed below are the classes provided by Mercy’s Performance Excellence (PE) Department that will be offered in the coming months.

As classes sizes are limited... Be sure to sign-up for PE Education by contacting Matt Garcia at mgarcia@mercydesmoines.org.

PE 101 Introduction to Performance Excellence

Introductory course for those interested in learning more about Performance Excellence at Mercy and is the prerequisite to entering 200-level courses, such as PE 201 Huddle Facilitation. (*CEUs are not available for this class*)

Location: East Tower Conf. Room 3
Mar. 21, 2012 1:30 pm-3:00pm

PE 201 Huddle Facilitation

Three-part course that needs to be completed in the same month started. Participants will learn the “in’s and out’s” of the Huddle Process and how to facilitate. (.63 Nursing CEUs)

Location: East Tower Conf. Room 3
Pt. 1 Mar. 28th, 2012 1:30 pm-3:30 pm
Pt. 2 Apr. 4th, 2012 1:30 pm-3:30 pm
Pt. 3 Apr. 11th, 2012 1:30 pm-3:30 pm

Location: East Tower Conf. Room 7

PE 202 5S Facilitation

Three-part course that needs to be completed in the same month started. Participants will learn about 5S, event facilitation and the 5S Program. (.63 Nursing CEUs).

Location: East Tower Conf. Room 4
Pt. 1 Mar. 7, 2012 8:30 am-10:30 am
Pt. 2 Mar. 14, 2012 8:30 am-10:30 am
Pt. 3 Mar. 21, 2012 8:30 am-10:30 am

PE 203 Standard Work System

Three part course that needs to be completed in the same month started. Participants will learn about Standard Work, form development and the Standard Work Program. (.63 Nursing CEUs).

No classes scheduled at this time.

Mark your calendar for the Excellence Fair!

Excellence Fair
Tuesday, June 5, 2012 (10 a.m. - 3 p.m.)
East Tower Auditorium – Main Campus

If you have a project, process, technology or service that you feel promotes Excellence. Every Day in Every Way. we need your help.

Excellence Fair participants will be asked to create a display that showcases how their department, project or team exhibits the core value of Excellence. Creativity through the use of photos, posters, educational materials, demonstrations and/or samples is encouraged. Projects will be judged by Mercy leadership.

Look for more information on how to sign up in the coming weeks.

2011 Excellence Fair