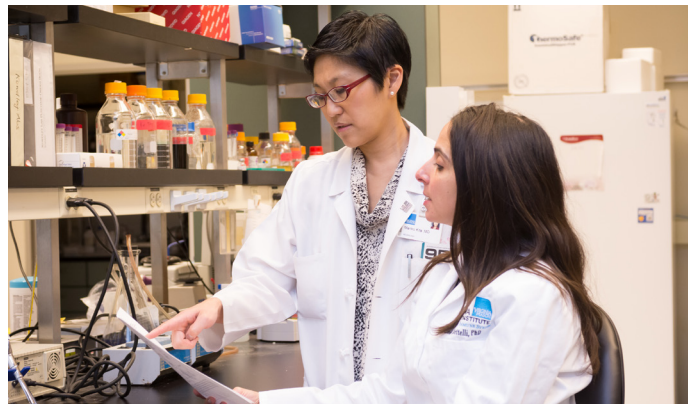


Basic Elements of Mistake-Proofing

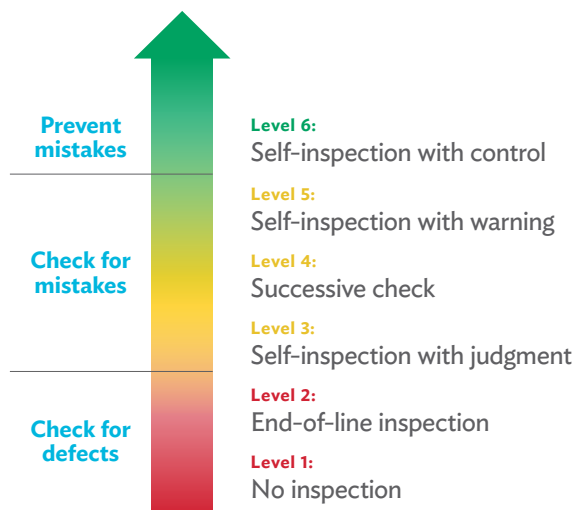


Inspection

Inspection is checking work to ensure that a task or process was completed correctly as compared to a known standard.

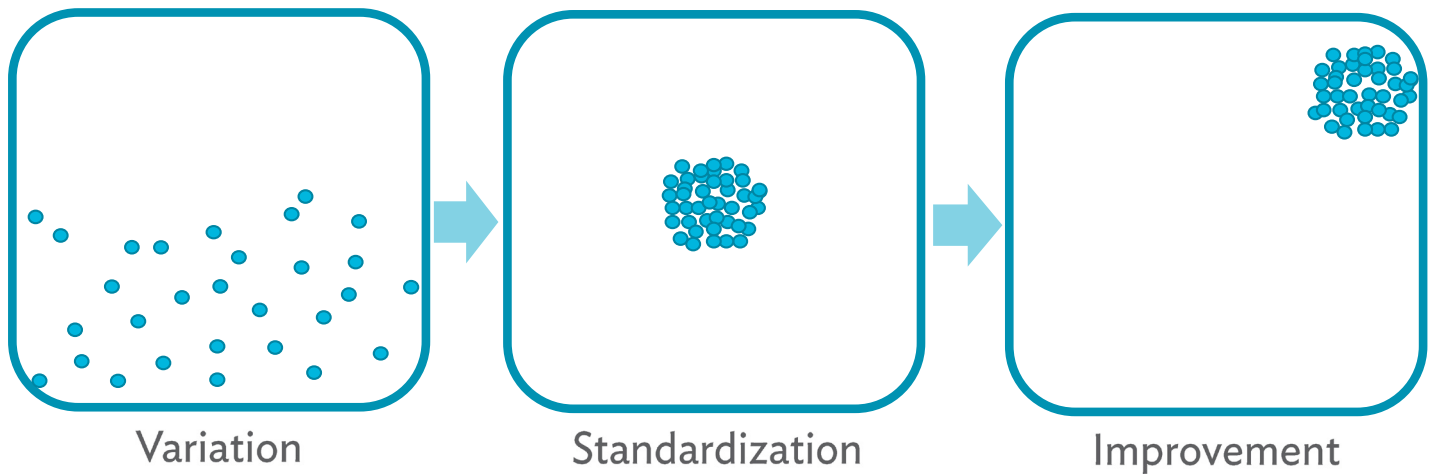


Levels of Inspection



Standard Work

Standard work is an agreed-upon, repeatable sequence of work assigned to a single operator at a pace that meets customer demand.



“Without standards there can be no improvement.”

– Taiichi Ohno

Benefits of Standard Work

Standard Process Description:

Flow Manager (MA) Primary Care Rooming Sequence



Quality Check	Safety Precaution	Standard WIP		
Purpose: Notes: This process is to be piloted in Lynnwood, refined and then implemented in all VM primary care sites. Indicates opportunity for "touch point" (personalized medical care) with patient Touch points are defined as opportunities for the Team Member to encourage better rapport with the patient in order to enhance quality of care.				
Related policies or evidence:				
Roles or work units that must adopt this process: All Primary Care sites and Front Desk		Takt time (time available divided by demand):		
Step	Operator	Task Description	Tools or Supplies Required	Cycle Time
			• Fill in as needed to explain use of a specific tool or supply • Add photos if valuable to provide clear instructions	Add if converting to standard work
1.	Flow Manager (MA)	a.) Retrieve patient's labels b.) Gather Paperwork: <ul style="list-style-type: none"> • Patient Visit Worksheet • Cerner Screen Shot of PSL/Health maintenance • Billing Slip • PCP Report 	a.) Arrival labels b.) Patient Summary list/Health Maintenance info c.) Ensure correct patient information on screen	
2.	Flow Manager (MA)	a.) Greet patient in exam room b.) Perform "It Takes 3" c.) Hand hygiene d.) Collect patient weight e.) Ask for height or measures patient	a.) Mr. or Ms. b.) Can you Please verify your date of birth c.) In pounds d.) In inches	1 min 20 sec
3.	Flow Manager (MA)	a.) Completes hand hygiene after touching patient	a.) Use Purell on the computer table or sink	14 sec
4.	Flow Manager (MA)	a.) Seat patient in location for blood pressure b.) Collect basic vitals: <ol style="list-style-type: none"> 1) Blood pressure 2) Pulse 3) Temperature 	a.) Exam table or chair d) RR, o2 sat, posturals	
Approval date: List month and year		Sponsored and approved by: List committee or leader		Author: List name or role
Governing department: List department that will ensure compliance and provide content expertise		Associated policy manual: Refer to G drive		Next review date: Refer to Standard Work Training Matrix

Standard Process Template

Standard Process Description:



Quality Check		Safety Precaution		Standard WIP	
Purpose:					
Related policies or evidence:					
Roles or work units that must adopt this process:				Takt time (time available divided by demand):	
Step	Operator	Task Description	Tools or Supplies Required	Cycle Time	
			<ul style="list-style-type: none"> Fill in as needed to explain use of a specific tool or supply Add photos if valuable to provide clear instructions 	Add if converting to standard work	
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					

Approval date: List month and year	Sponsored and approved by: List committee or leader	Author: List name or role
Governing department: List department that will ensure compliance and provide content expertise	Associated policy manual: Refer to G drive	Next review date: Refer to Standard Work Training Matrix

Standard Process Description:



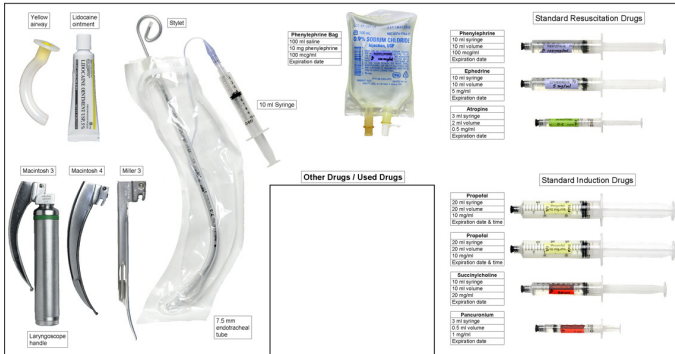
Photo Page (optional; use as many sections as needed and post with the standard process description)

	Defective example (of finished product or key process step; add notes as needed)
	Defect-free example (of finished product or key process step; add notes as needed)

Approval date: List month and year	Sponsored and approved by: List committee or leader	Author: List name or role
Governing department: List department that will ensure compliance and provide content expertise	Associated policy manual: Refer to G drive	Next review date: Refer to Standard Work Training Matrix

Visual Control

Visual controls are methods, devices, or mechanisms to visually manage operations.



Visual control requirements:

- Clear guidelines for activation
- Management leadership during implementation and use
- Prompt response
- Standardized and clear responses
- Understanding that implementation of visual control without response will not result in meaningful improvements

Devices

Mistake-proofing **devices** prevent mistakes from occurring.



Cardiac catheterization lab imaging equipment will automatically stop if the patient is incorrectly positioned.



Unique connectors ensure medical gas hoses will be connected only to the appropriate gases.