

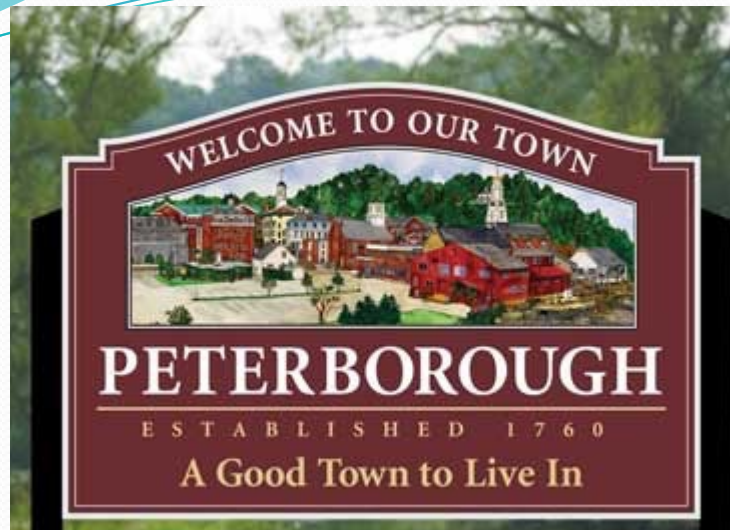
Monadnock Community Hospital

Presents:

Our “LEAN” Journey

GSQC - November 19, 2014





[Intro to Peterborough](#)

# What Really Happened... Our Story.

- Challenging Financial Climate: Burning Platform
- Competing Priorities: Building Project in Progress
- Imperative to Change
- Executive Leadership Buy In

# 100-Day Check-in: Schedule

- Kick-Off
- 30 Day Check-in
- 60-Day Check-in
- 90 Day Check-in
- 100 Day Summation / Celebration



# LEAN/Six-Sigma

## Areas of Focus

- Process Flow, Throughput
- Waste
- Growth
- In Quality Staffing (IQS)

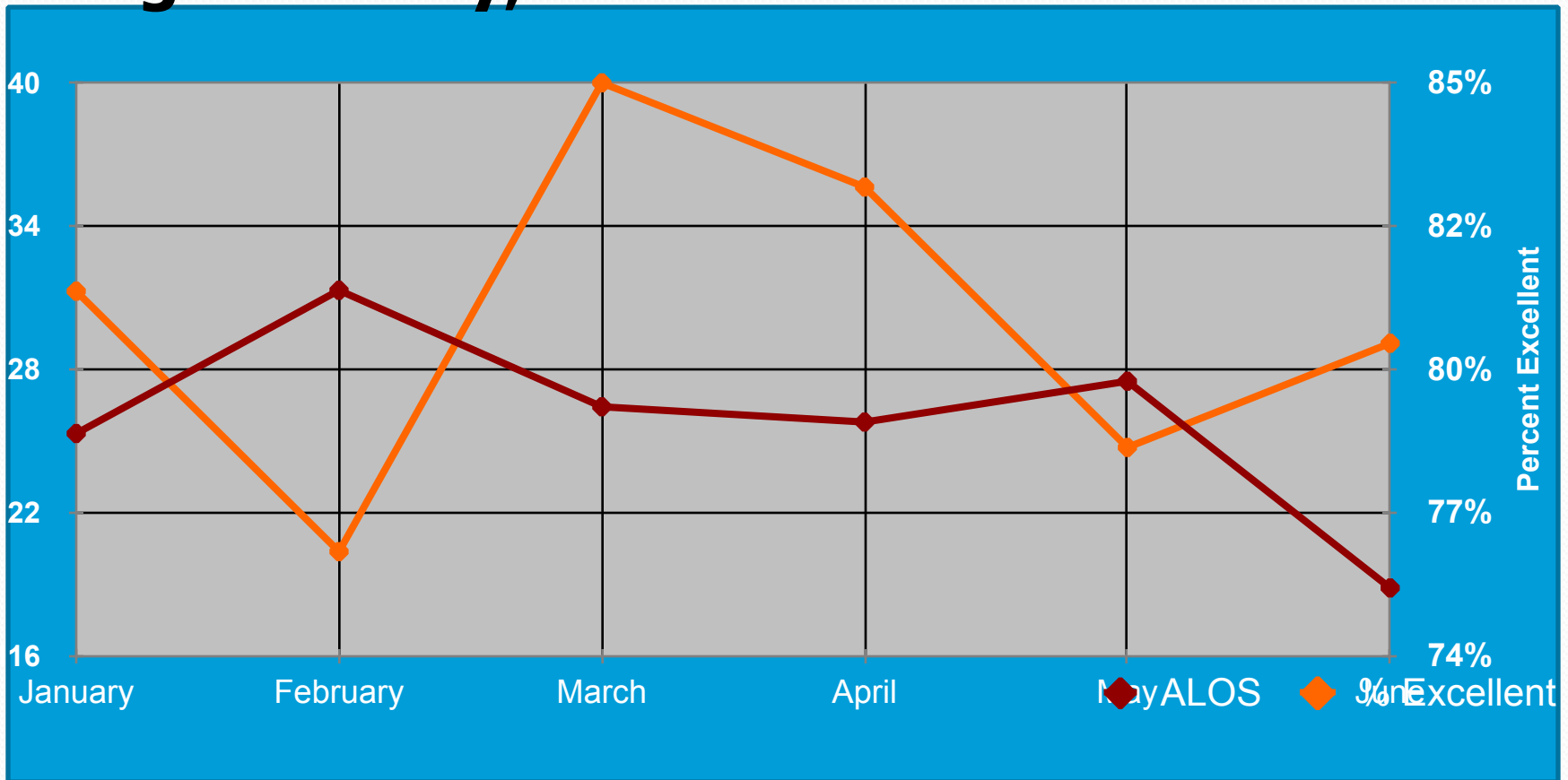
# Emergency Department Average Length of Stay (ALOS)

## “Breaking down the Silos”

- Reduce ALOS
- Reduce Costs
- Reduce Risk
- Bedside registration RCT
- Bedside triage RCT
- CT Questionnaire RCT
- Increase Patient Satisfaction

# LEAN/Six-Sigma

## Length of Stay, Patient Satisfaction



Workout: Patient / ED FLOW

# Discharge Time – 11am

- Reduce LOS Correlation
- Reduce Cost
- Reduce Risk
- Patient Satisfaction / Staff Satisfaction
- Reduce Staff Overtime
- In Quality Staffing w/ EVS

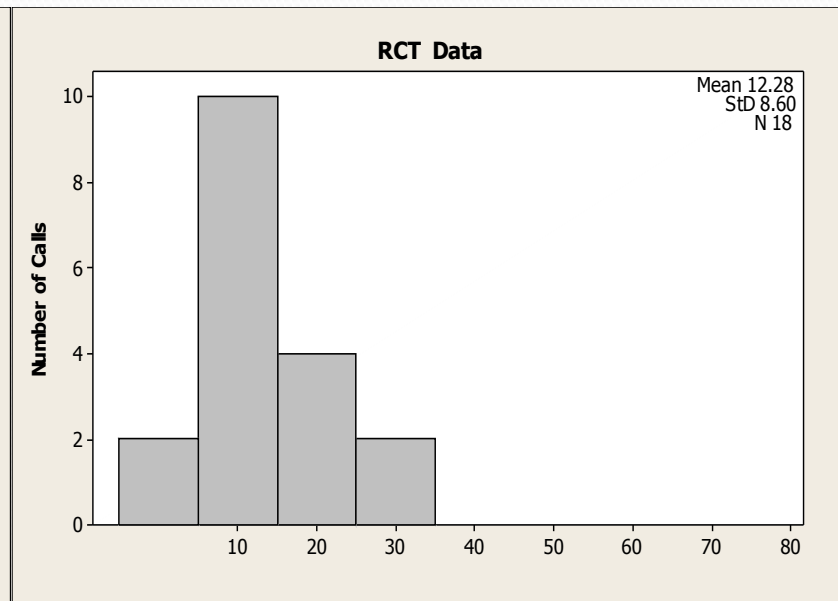
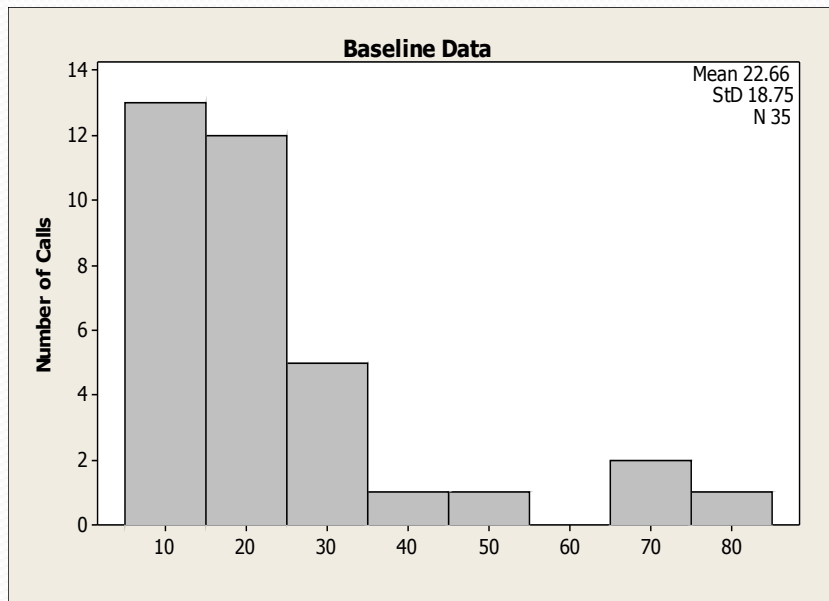


# Growth “One More”

- Goal – Increase Volumes
- Physician Practices – CX/NS
- Endoscopy – Patient Quality
- Joint Program

# Prior Authorization

- Goal – Reduce time to obtain prior authorization
- Physician Practices – Listed process as a top source of dissatisfaction
- Office staff – Listed as top source of dissatisfaction
- Demographics RCT
- Payor In-service
- PC RCT



# CT Lung Screening

- Passionate Provider
- Continuity of Patient Care
- Downstream Revenue
- Timing
- More deaths than breast, prostate, and colorectal cancers combined
- 16.8% five year survival vs. 80%

# 100 Day Workout - Driving Quality for the Future: Summer 2014

- ED Frequent Flyers
- Chronic Disease Management
- OR Optimization
- Employee Engagement
- Insurance Network

# Lessons Learned

- Physician Engagement – From the Start
- Top Down Accountability
- Sustainability – “Hard Wire” Wins
- Front Line Staff Input
- 5 Why’s?
- Celebration

# Thank You!

## 100 Day Workout / LEAN Questions & Comments:

Jon Gullage  
603.924.4699 x4231  
Jon.Gullage@mchmail.org

Christine Pillsbury  
603.924.4678  
Christine.Pillsbury@mchmail.org

