

## Update from the Medical Director

We are in a particularly hectic period of BreastScreen WA development over the next couple of weeks. I must compliment the staff for their robust ability to maintain business as usual as building works proceed busily around them. Nicole Walker and Cynthia Leal have done a remarkable job in developing the refurbishment plans and co-ordinating the building works.

- Dr Liz Wylie

## BreastScreen WA Welcomes back Sarah Bright, Health Promotion Officer



Sarah Bright, Health Promotion Officer at BreastScreen WA, has recently returned after living and working in Mongolia for a year. Applying for a position with the Mongolian National Centre for Public Health through the Australian Government International Volunteers Program, Sarah was happy when she found out she was successful as positions are very competitive.

Whilst in Mongolia, Sarah helped her counterpart write a successful funding application for an oral health project. Partnering with the Mongolian Rotary Club and the University of Dentistry, the 'Healthy Smiles' project was piloted in five kindergartens in a very poor area of the capital city, Ulaanbaatar.

The project was successful and it will continue into its second year, even after Sarah has left. "My role was to build capacity and guide my counterparts, so I'm happy the project is continuing," she said.

Sarah had the opportunity to travel within Mongolia and went horse riding, dog sledding, hiking and tried much of the local food and drinks. One particular delicacy is 'airag' or fermented mares' milk. Sarah said, "It's an acquired taste, but I was offered it so much, and it's rude not to accept offers of food and drink, so I ended up liking the taste by the end!"

Sarah misses the friends she made and the excitement of life in Mongolia, but feels lucky to be back in Perth where the air is clean, the ocean is near and the temperature stays above zero!



# 100 Day Lean Action Challenge

## One Direction



**To reduce client communication confusion by March 2015**

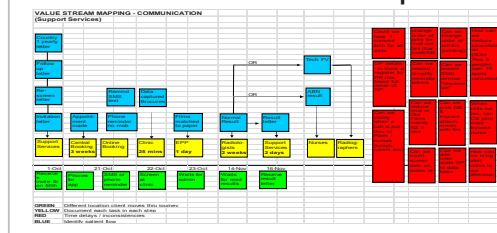
Angela Hellewell, Faith Lawton, Gaye Moffitt, Katy Grace, Jan Pickering, Margaret Abbott

## Key Issues discovered throughout our lean action challenge

### KEY WASTE identified

*Sorting through Result letters is time consuming – takes 1 FTE away from other key duties, as such is not cost effective in its current state.*

### Value Stream Map



### Staff stories

*'I now realize that the journey from start to finish for one client can take up to 6 weeks.'*  
*'The process is changing and we need to adapt with this change.'*  
*'Feedback from our clients must be key to any change in our communication.'*

### Changes tested

- SMS Text reminder to clients has been changed resulting in a reduction in calls to call centre about the text.
- Reference to online Booking has been removed from Country Clients' letters as this service was not available reducing confusion.

## Outcomes and lessons learned

- Unnecessary information has been removed from Country letters.
- SMS messages are now simple to understand.
- Staff now question WHY? More often and are coming up with possible solutions rather than just performing each process just because it has always been done that way.
- More exposure for staff who until these session had not felt able to comment or suggest ideas.
- Motivation to think outside the box and know that someone will listen.
- Streamlining can make the work process much easier and organised.

### Recommendations to BSWA

5Sing to be a regular process

Engage with women in regular feedback methods

Make changes based on feedback to communication methods

Continue with LEAN processes

### 5S

Hole Punches – they had been breeding in our area and some were still in utero And there is one on each desk as well!! 😊



### Next steps

- Commence gathering client feedback about letters (content, format etc)
- Review and make changes as necessary to all our current communications
- Amend MSR to accept Interstate Address details.
- Investigate Dense Breast attachments for clients and Doctors with a view to include this information within their letters rather than attaching forms manually.
- As the new standards for Accreditation have now been ratified we will ensure we comply to these standards.