



### Update from the Medical Director

The Mother's Day walk has come and gone and it was great to see how much enthusiasm the "Breast Friends" team engendered.

The service has been committing to the four main lean challenges, and we have decided to publish the challenge process and outcome posters in order to share the learnings. Please see the first poster

"Challenge to reduce file process time by the Nurses".

*Dr Liz Wylie*

### 2<sup>nd</sup> Rural Women's Health Day, Bunbury



About 30 GPs and Practice Nurses from the Southwest attended this education event on Saturday 16 May despite the wet and windy weather to hear from Prof Alistair Vickery, Prof Jeff Hamdorf, Dr Saud Hamza and Dr Dianne Mohen speak on a number of topics including obesity, PCOS and breast cancer. Dr Eric Khong, BSWA liaison GP caught up with Dr Karin Hartwig who works at the Bunbury

Breast Assessment Clinic (pictured).

### Lean Project



The LEAN challenge graduation, poster and oral presentation was held on Friday 8 May. Each pod presented their findings, along with their lessons learned and recommendations to BreastScreen WA.

Graeme Boardley, WNHS A/Executive Director was on hand to listen to all of the presentations and give the awards.

Each month this newsletter will feature a Lean Pod poster, beginning with the **Less is More** pod (see back page) .

Pictured above with A/Executive Director, WNHS, Mr Graeme Boardley, is the Less is More team.

### Mother's Day Classic

BreastScreen WA participated in the Mother's Day Classic on Sunday 10 May. BSWA staff members were available to talk to participants about breast screening at the BSWA marquee and assisted interested women in booking their appointment on the spot.

*Breast Friends WA* is the 22-strong BreastScreen WA team featuring staff from across the service and their loved ones.

Everyone wore bright pink BreastScreen WA shirts and attracted a lot of attention throughout the morning.

Even the starting announcer asked women to call 13 20 50 for their free screening mammogram!

BreastScreen WA will look forward to having another team in the 2016 Mother's Day Classic.



Less waste

More productivity

100 Day Lean Action Challenge

Less time

More efficiency

Less is More

Reduce file process time by Nurses by 50%

THE TEAM:

Andrew Waddell, Sophia Choo, Darryl Christian, Michelle Mitcheley, Lucy Flaherty, Fiona Smith and Coby Pearson



**100 Day Lean Action Challenge**

Goal - To identify and reduce wastage in the provision of Mammography Services

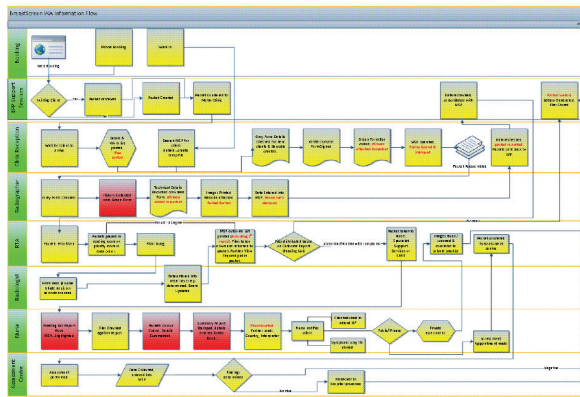
Goal	Creation	Core Function	Responsible	Measure	Timeline
Chase Waste Audit	Sluggish - no need to generate consulting or documents.	RTA Waste Audit	Colbourne Ed - no need to generate checks by RTA and subsequent flow chart for the nurses.	Red Book - The nurses enter data into RED book and also manually enter into a red book. This is why time consuming to also produce manually.	Value Stream Map

**Process Flow Chart**

- Input from all add members to identify different job site process.
- All steps identified in the provision of BSWA services.
- Non value adding activities identified under waste audit.

**Next Steps**

- Test changes.
- Obtain feedback from staff.
- Consult with stakeholders to start affected by the changes - obtain approval from Medical Director.
- Implement changes.
- Continue to measure results.



Staff stories

Feedback from the nurses...

“Removal of the red book has been a fantastic time saver.”

“Having someone listen to our concerns and then assist with solving them has made us feel like an important part of the organisation.”

“5S-ing made us realise how many unnecessary items were stored in our office”

Changes tested



Red Book

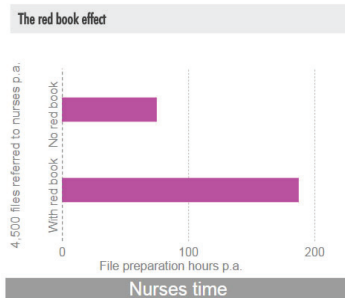
- Identified issue
- Consultation with staff (data, nursing and screening services),
- Implemented trial period
- Re-assessed change after trial period
- Obtained feedback from stakeholders
- Changes made permanent.

Redesign of processes - Assessment Centre Booking Screen

- Eliminated double handling of bookings - there is manual and digital recording of assessment bookings
- Reviewed Standard Operating Procedures (SOP) and ensured it is current and relevant
- Displayed SOP in central area
- System prompts ensure procedure is followed.

Visual performance measures and outcomes

New Prototype of Assessment Centre Booking Screen

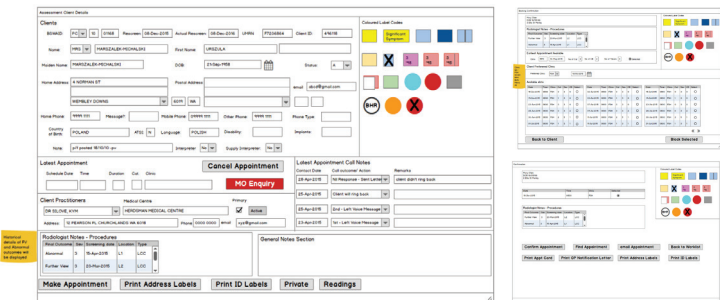


**The numbers**

4,500 files are referred to nurses each year, 2.5 minutes per file prep = 187.5 hours per year.

Red book component of file prep was 1.5 minutes (x 4,500 files) = 112.50 hours per year.

By removing red book file prep time is now 1 minute per file = 75 hours per year - a saving of \$5,625



Next steps and Lessons learned

- IT development of Assessment Centre booking screens
- Ensure change management is correctly handled to obtain engagement from relevant staff
- Simple changes can have a big effect
- Stakeholder consultation is extremely valuable
- Reviewing process can validate the current procedure
- How effective the 5S process is
- Communicating with all of the nursing team was effective as everyone had valuable input.

Recommendations to BSWA

- Implementation of new Assessment Centre booking screens after consultation
- Continuation of LEAN process across all areas of BSWA
- 5S quarterly
- Continuation of increased staff communication
- Involve different people in the continued LEAN process to spread the LEAN virus.

