



Update from the Medical Director

On Tuesday the 23rd of June, a special farewell morning tea was held at BreastScreen WA, Eastpoint Plaza offices to celebrate the valued contribution 6 retiring staff members have made to the service over the last 25 years. It was a bitter sweet celebration as while the individual staff members will be missed, this is an excellent opportunity for these colleagues and co-workers to relish a well deserved break, and enjoy their families, hobbies and other interests. Please see on page 2 the second instalment of the Lean Pod posters Building Capacity.

Dr Liz Wylie



Every Woman Expo

Every Woman Expo 2015 had over 10,000 women walking through the doors over the 3 day Expo at the Convention Centre from 19-21 June. The BreastScreen WA booth was well attended and Health Promotion and Support Services staff spoke to over 750 women, booked over 100 appointments (including a few lapsed attenders) and updated 20 women's contact details.

Popular queries included why we don't screen women under 40 and staff also explained to many women about the expansion of service and that we are now inviting women up to 74. Many women walking past will yell out "You saved my life" or "I'm up to date" or "Thanks for the reminder". It is always heart-warming to see what a positive reaction BreastScreen WA receives in the community.



Above left to right receiving their length of service certificates from Dr Wylie is Esther Bell, Gail Abel, Olivia Thomas, Katherine Gelder, Larice Rainnie and Christine Iskra.



Miss Heather is Miss Muddy!

Miss Muddy is a 4km women only obstacle course which was held on Sunday 14 June at Ascot Racecourse.

A three women BreastScreen WA Team entered – Heather and Laura Boyle with Andi Crook - proudly wearing their pink T-shirts. They even managed to get a mention over the loud-speaker at the start of the course.

The course consisted of mud, crawling under and over nets, ice baths, 12 walls, a bubble tunnel, water slides, more mud and a paint spray cannon.



On your marks, get set, GO!



Great work girls!!!

100 Day Lean Action Challenge
 Building Capacity
 "lets do it for the girls"
 just lift by 10% - it's in your hands

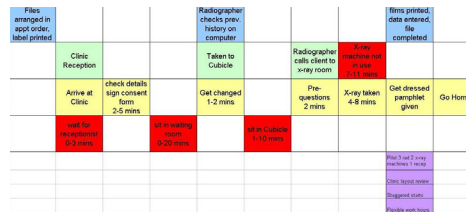
Members of the POD
 Heather Boyle, Glenys Campbell,
 Kath Knight, Sonya Schultz &
 Leanne Pilkington

Key Issues discovered throughout our lean action challenge

WASTE Audit

A time in motion audit identified the X-ray machine was not in use for between 7 – 11 minutes per 15 minute appointment.

Value Stream Map



BreastScreen WA Staff at Mirrabooka Clinic trial

Changes tested: Increase capacity while maintaining a high quality service

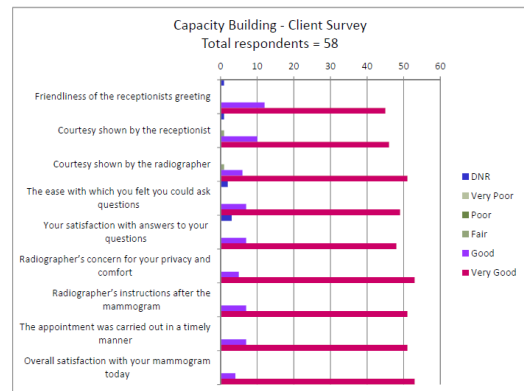
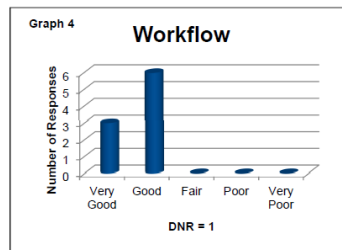
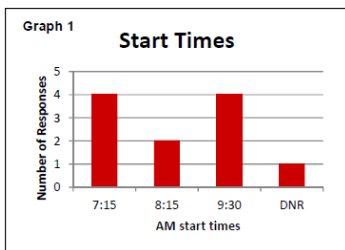
In total five trials were carried out, one at the Mirrabooka Clinic and four at the Cockburn Clinic

- Mirrabooka - 3 radiographers using 2 machines with 1 receptionist.
- Cockburn - 3 radiographers using 2 machines with 2 receptionists, Staggered start/finish times for staff.

Visual performance measures and outcomes

Staff Feedback

Client Feedback



- Alternating 3 Radiographers with 2 machines works well. I enjoyed the early start and the work flowed well all day.
- Clients were happy with an early start.
- Workflow was good, clients were seen promptly by Receptionists and Radiographers.
- Cooperation between Radiographers was outstanding.
- Staggering client appointments works better.
- Need better timing of staff lunch and tea breaks.

Lessons learned

- Increasing capacity by 10% using existing equipment is possible, but is only achievable with an appropriate increase in clinic staff.
- Extending clinic opening hours and staggering start times can provide family friendly options for staff, is beneficial to clients and will increase clinic capacity.
- Alternative screening schedules did not compromise the quality of service delivery.

Client Survey Highlights

- 100% of clients indicated their appointment was carried out in a timely manner.
- 93% of clients rated their overall satisfaction of having a mammogram during the trial period as very good, 7% rated it as good.

Next Steps.....

- Recruit and maintain an appropriate number of clinic staff. Consider part-time staff working shorter days.
- Incorporate the amended schedule options into routine screening.