A new approach to improving patient flow: make it simple, make it fun!

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@SethiSimon

Where were we?
In the midst of every crisis, lies great opportunity

Albert Einstein

Our Journey

Four Hour Performance

Yeovil Hospital Healthcare NHS
Mandy

Jon

Julie

“You’ve got to have a laugh with it”

@JeppeHansgaard
"Gemba": The Actual Place

"Toyota managers should be sufficiently engaged on the factory floor that they have to wash their hands at least three times a day."

Taichi Ohno
iCARE about patient time

Morning Monday
I will get home in time for lunch

Next step Tuesday
I shouldn’t wait more than a day for my next step to diagnose or treat me

14 day Wednesday
I’ll have a clear plan on diagnosing, treating and getting me home that I understand

DTOC Thursday
I won’t get stuck in hospital once well – home please!

30 bed Friday
I will get home for the weekend or if I have to stay in, I’ll have a clear plan for doctors to follow

Weekend Flow
At weekends I’ll get the same level of care as weekdays and have the same chance of getting home
15% reduction in LOS

NEL Length of Stay

Jon

Jon Tipping and Stevan Bruijns in the same ED, almost makes we want to come back to the UK. Yeovil on the up!

8:37 PM - 2 Feb 2018
Jon

5 Priorities:
1. Quality
2. Team
3. Processes
4. Ambulatory Care
5. Environment

Impact

Vacancies Feb 2016
- Consultants: 57%
- Nurses: 24%

Vacancies Feb 2018
- Consultants: 0%
- Nurses: 0%

For patients:
- Confidence in nurses +5%
- Timely admission +16%
- Privacy in ED +6%
Julie

“We’re going to build a wall!”
Impact

AVOIDED NON ELECTIVE SOUTH SOMERSET ADMISSIONS TO YDH

From A+E in crisis to top five in country thanks to great team – still tough!
Approach to change

1. Continuously **learn** – get out there
2. Get the right **team**
3. Make change **simple and fun**
4. Empower and **listen** to people
5. Use **data** to diagnose and track

*It can be done!*

Questions?