NHS
University Hospitals
Coventry and Warwickshire
NHS Trust



Better never stops

What is UHCW*i*?

- Developed through a collaboration between NHS Improvement and the Virginia Mason Institute in Seattle - one of the safest hospitals in America…but it wasn't always that way…

- They saw the Toyota Production System and Lean methodology in manufacturing and adapted it for healthcare using the principle that 'the people who do the work know best how to improve it'

- They created their own system; we have adapted for UK healthcare and our version is called UHCW*i*

Welcome from the Kaizen Promotion Team (KPO)

NHS
University Hospitals Coventry and Warwickshire NHS Trust



Neil Griffin
Associate Director for Improvement



Lee Sutcliffe
Associate Director for Improvement



Craig Goodbody
KPO Deputy Lead



Zandra Sutherland
KPO Facilitator



Lisa Brelsford
KPO Co-ordinator



Nina Jaspal
KPO Specialist



Jakob Frost
KPO Specialist



Suzie Anderson
KPO Specialist



Jenna Neale
KPO Specialist



Birte Schroder
KPO Practitioner



Karen Williams
KPO Administrator

UHCWi

Better never stops

It’s the way we run our Organisation…

UHCW*i* is the foundation for all that we do



Everything is about putting the *Patient First*

UHCWi

Better never stops

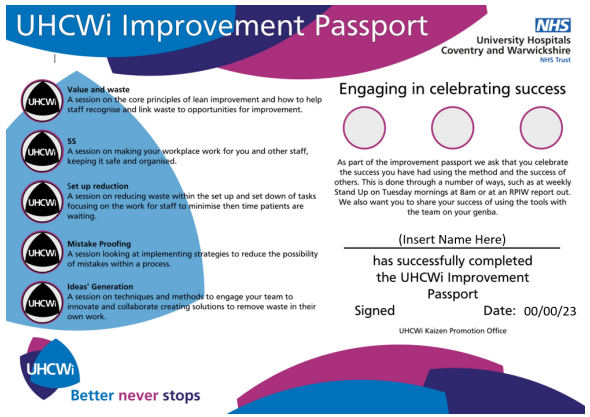
Three Aims

Putting Patients First
Empowering Our Staff
Delivering Safer Care

UHCWi

Better never stops

Education



UHCWi Passport – All Staff

A half-day session held regularly to teach the specific tools we use to help progress improvement in the Trust. This session covers Value and Waste, 5S, Set-Up Reduction, Mistake Proofing, Ideas' Generation.

UHCW Leader – Aspirant, Team, Service and Hospital Leaders

A course designed to teach the UHCWi management method to leaders in the organisation. The course has been integrated into our Organisational Development work around culture to create a nine months' course over 13 days, covering both technical and human dimensions of change.





Advanced Lean Training – All Senior Leaders

An advanced course with six days' learning over a five months' period, teaching the full range of Lean tools; this includes undertaking an improvement in your area and learning to help coach other staff in the UHCWi method.

UHCWi

Better never stops

NHS
University Hospitals Coventry and Warwickshire NHS Trust

Value and Waste

UHCWi
Better never stops

Aims of the Value and Waste Training

As part of our journey using UHCWi, we need every staff member to feel empowered to call out waste within our processes and services and to share ideas on how to remove it.

UHCWi

Better never stops

How do we define Waste?

Waste is any task that does not add Value from the perspective of the Patient.



UHCWi

Better never stops

So why do we have waste?

- No longer required or needed but we do it anyway!
- It is required due to rules, laws or regulation
- It is required due to poor processes, equipment or facilities



Why should we eliminate waste?

- It increases patient journey & satisfaction
- It increases staff satisfaction – reduces the burden of work on staff

Types of Waste

TYPE 1



TYPE 2



Identify and eliminate Type 2 ASAP!

Value

We can’t think about waste without thinking about Value….

Value is very Subjective!

…think about the pictures in your mobile phone: what if someone else was asked to remove all the ones they thought were waste?
How would that feel?

Value added test

- Does the task contribute to meeting patients needs?
- Would the patient be willing to pay for the task?
- Does the task transform the product/service?
- Does the patient want or need the transformation?
- Is the task done right the first time, at the right time?

The answer to every question should be yes or there is waste in your process

Be kind: Waste exists <u>everywhere</u>



What waste will you experience?

Better never stops

NHS
University Hospitals Coventry and Warwickshire NHS Trust

Questions?

UHCW*i*@uhcw.nhs.uk

TrustNav : Department pages - UHCW*i*

UHCWi
Better never stops