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THEDACARE
CENTER FOR
HEALTHCARE VALUE

Targeting Value, Spreading Change

HEALTHCARE VALUE NETWORK MEMBERS SHARE NEW QUARTERLY RESULTS

LEAN PRINCIPLES AND PEER-TO-PEER LEARNING IMPROVE PATIENT VALUE

Appleton, Wis. (July 29, 2014) — Members of the Healthcare Value Network (HVN) first released results of their latest healthcare improvement efforts in May and are continuing that commitment to transparency by providing a new set of quarterly results on the power of lean principles to drive significant improvements in care quality and value.

The HVN is part of the ThedaCare Center for Healthcare Value and consists of a peer-to-peer learning community of approximately 60 healthcare organizations across the United States and Canada. “Through sharing our results, we hope to encourage other systems that improvement work can have an impact, and help patients see the innovative change and waste reduction being done on their behalf,” said Director Mike Stoecklein.

Highlighted member results for this quarter include:

University of New Mexico Health System (New Mexico)

- Decreased UNMH Charge Entry errors by 90%.
- Increased total scheduled visits by 5% and reduced patient cycle time by 26% in Children’s Heart.
- Decreased patient cycle time by 27% in the Vascular Lab.
- Reduced registration cycle time by 76% and reduced recovery room cycle time by 49% in GI Endoscopy.
- Decreased patient wait time by 21 minutes in Neurosurgery.
- Reduced mislabeled specimens by 75% in the Emergency Department.
- Reduced patient cycle time by 17 minutes at NE Heights clinic.
- Reduced Dermatology biopsy/excision cycle time by 11 minutes and 20 seconds.
- Made patient registration process 70% faster and increased Press Ganey patient satisfaction scores for registration by two points at UNMH Main Radiology.

Seattle Children’s Hospital (Washington)

- Reduced median wait times for new patient visits for ambulatory clinics from an average of 21 days in FY2007 to an average of 15 days in FY2013, even though new patient volumes have more than doubled over the same time period.
- The Institutional Review Board (IRB), a committee established to protect the rights and welfare of the children and families who participate in research activities conducted by Seattle Children’s, has focused heavily on continuous flow of work, reducing daily work-in-progress numbers (WIP) from upwards of 360, with turn-around times averaging 44 days (up to 180 days for some), to a daily average of 80 WIPs, with turn-around time averaging 11 days.

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- Implemented a two-bin Demand Flow system that puts the right supplies in the hands of caregivers when they need them, reducing excess supply cost by over \$2 million, returned supply cost by \$410,000 per year, and is estimated to have refocused more than 48,000 clinical staff hours per year because they are no longer involved in supply management. Delivery and removal systems work in the new Cancer Care Unit, Intensive Care Units and Emergency Department decreased clinical staff travel distance and search times by over 50% from 2009 baselines.
- Concerted efforts to build a culture of safety have led to a 51% reduction in Serious Safety Events (SSEs) per 10,000 adjusted patient days from October 2011 to January 2014.

Christie Clinic (Illinois)

- Achieved defect-free Pap smears for the first time in 14 years thanks to an improvement partnership between the OB-GYN department and Laboratory Services.
- Increased clinic patient visits by more than 14,000 in one year, resulting in \$2.6 million increase in revenue.
- Saved \$131,500 annually in the Maintenance Department.
- Decreased NDC documentation errors by 96% at Danville Logan Clinic OB Department.
- Saved \$450,000 since 2012 in Laboratory.

“The light bulb goes on when we get to see the real work in the ICU or the clinic or the ER,” said John Toussaint, MD, CEO of the Center. “If you’ve seen one lean transformation, you have seen *one* lean transformation and that means we can all learn from each other’s journeys. As peer-to-peer learners, HVN members are students as well as teachers when others come to see their work. That’s the magic of the HVN.”

Established in 2009, the HVN was founded by the ThedaCare Center for Healthcare Value and the Lean Enterprise Institute. It is now an integral part of the Center and its healthcare mission.

ThedaCare Center for Healthcare Value

The ThedaCare Center for Healthcare Value is an education institute that believes we must have three essential elements for sustainable change in healthcare: Delivery of care designed around the patient; Payment and incentives based upon value and outcomes; and Transparency of performance (quality and cost) throughout the healthcare system. Founded in 2008 and headquartered in Appleton, Wisconsin, we are a small not for profit with a big mission to help change the healthcare industry. Learn more at: createvalue.org.