What is Grassroots Transformation?

Grassroots Transformation is an improvement journey that QHC is embarking on in order to improve our current processes.
Why are we doing this?

QHC is committed to improving the patient experience and creating a better work environment for our staff and physicians.

We started a culture of improvement in 2013 as our staff, physicians, and patient experience surveys showed that there are areas where we are not performing as well as we could or need to. This journey is a more aggressive approach that will help us take it to the next level!

We’re transforming our current system to help us maximize our time and value by reducing waste, which includes the waste of time spent looking for supplies and equipment.
Real change starts with me

What areas are we focusing on first?

From the time Patient enters ER
Through Triage
During Inpatient stay on Quinte 5 or ICU
Until the time of Discharge

As we learn and gain knowledge from our work in these areas of focus, we can then apply some of our improvement processes to other areas throughout the corporation. Please keep in mind that what works for one unit, or even the same unit at a different hospital, may not work for another.
How can we ensure sustainability?

- Sustainability is one of the most important steps in this improvement journey.
- In previous improvements, there wasn’t enough focus on sustainability.
- As part of each Kaizen event and improvement project, there will be measures, audits, checks, and monitoring mechanisms put in place to ensure the improvements are sustained.
What is a Kaizen event?

A team approach

A powerful and effective way to drastically improve a process

An intensive, disciplined approach to problem solving

Focused on a specific topic from a value stream analysis

Four full days of team activities

A 7 week cycle (including preparation and follow-up)
Real change starts with me

What does “5S” mean?

“5S” refers to the five steps that are used in creating a more organized workplace.

Sort
Separate needed items from unneeded and eliminate the latter

Sustain
Maintain established processes

Set in Order
Keep needed items in the correct place and allow for easy and fast retrieval

Shine
Clean the workspace

Standardize
Create a consistent approach with which tasks and procedures are done
We need your participation

This improvement journey is a priority at QHC. It will require a significant investment in time, requires strong leadership, commitment and intense effort to improve on our current processes and culture.

Physician and staff participation is essential in order for this to be achievable and sustainable.

We are planning different improvement events and encourage your participation when we are hosting an event in your area.