

A Motion-less Blood Bank

The Problem

Excess human movement is one of the 8 wastes of LEAN.

The layout of the East Campus Blood Bank impeded workflow adding excessive human steps and double-backs for medical technologists in the preparation and issue of blood products.

Aim/Goal

Our goal is to streamline the layout of the blood bank, by removing obstacles and decreasing the number of steps required to prepare and issue blood components.

The Team

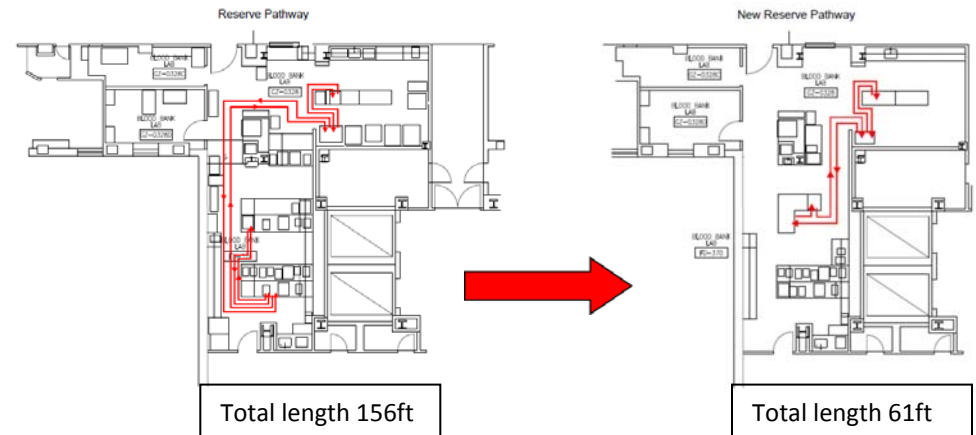
Blood Bank Team - Medical Technologists, Leads and Manager
Business Transformation- Alice Lee, Vice President, Business Transformation
Facilities management- Doug Barletta, Senior Project Manager, Facilities

The Interventions

The opportunity to implement a LEAN project in the blood bank arose due to a broken sink. The affected plumbing was under a counter that was a known obstacle in our daily workflow.

- Blood bank requested a GEMBA walk from the Business Transformation team. They agreed with the inefficiencies of our workflow. An increase in the scope of the project was then approved and budgeted.
- A team effort was undertaken on all shifts to map out potential solutions by using sticky notes for equipment placement and suggesting different workflow patterns. Ultimately a mutually agreeable proposal was conceived.
- Blue prints were drawn and work proceeded in stages, minimizing disruption to patient care.

The Results/Progress to Date



39% decrease in walking length

Lessons Learned

- Including staff from all roles and shifts is critical when reconfiguring a shared space.
- Planning the staging of construction project in a busy 24/7 location is critical.
- The timeframe for involvement from IS, telecommunication and other non-project staff needs to be carefully mapped out.
- Once construction started some adaptations to the plan were made, but the final result was very close to our original plan and on budget.
- Staff report increased satisfaction with the layout.