



CUSTOMER SOLUTION CASE STUDY

RAPID IMPROVEMENT EVENT (RIE) IMPROVES QUALITY WHILE REDUCING EXPENSES



Mt. Washington
Pediatric Hospital

CLIENT: Hospital
BED SIZE: 102
REGION: Mid-Atlantic
TYPE: Self-Op

DEPARTMENT:
Food & Nutrition Services

CLIENT PROFILE:

- University of Maryland Medical System
- Non-Profit

KEY OUTCOMES:

- Improved Quality
- Successful Staff Engagement
- Expenses Reduced

For more information about other Soriant Healthcare customer successes, please visit:
www.sorianthealthcare.com

*“The consultants at Soriant provided an invaluable service to us.”
- Donna Morris-Snoussi, Clinical Nutrition Manager*

Mt. Washington Pediatric Hospital is a busy specialty hospital that provides family-focused, integrated care to infants and children. With an intense focus on patient safety and as part of their improvement efforts, Mt. Washington transitioned to a new enteral system in 2017.

The new system drastically improved diet management and tracking for all patients. However, it brought with it the opportunity to re-examine all processes related to clinical nutrition. Senior Management knew they needed a different approach. Working closely with Soriant Healthcare, Mt. Washington embraced a Lean Six Sigma process known as a Rapid Improvement Event (RIE). This focused, short duration event was perfect for the hospital, as its emphasis is on engaging those who directly work with patients and caregivers in designing, testing, and implementing effective solutions in a rapid, interactive learning environment.



CHALLENGE

The Mt. Washington team conducted two RIE’s. The first focused on enhancing the process of preparing, delivering, and providing nutrition products to patients. The second RIE focused on improvement in ordering, receiving, and inventory management.



SORIAN SOLUTION, RIE #1

The team, led by Soriant, was comprised of doctors, nurses, a dietitian, and IT specialists. They analyzed the data and identified all of the “waste” problems in the system. A “future state map” was developed and teams refined their workplace solutions. The team reconvened to build and implement a plan, which was rolled out over a few short weeks.

Over three days, the team focused on two major challenges:

- (1) timely implementation of diet order changes
- (2) minimizing the expiration of breast milk



Team accomplishments:

- Reduced the time between diet order changes submitted and implemented
- Minimized breast milk expiration
- Generated noticeable change in the environment

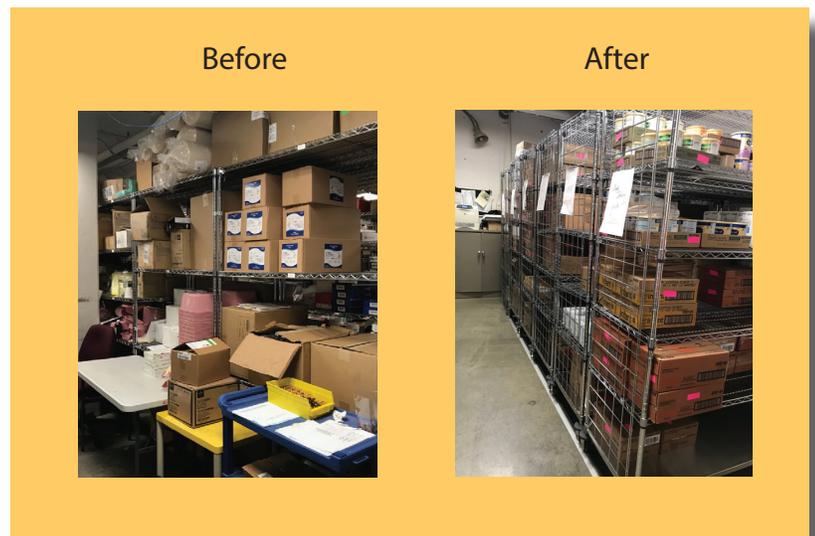
The before and after pictures show infant nutrition product storage. This RIE improved safety by ensuring the right infant receives the correct product. Nursing staff is now able to quickly find what they need, giving them more time for the babies for whom they care.

SORIAN SOLUTION, RIE #2

Team two's challenge was to:

- Reduce product search times
- Remove unneeded inventory
- Eliminate storage of expired products

The improvement to bulk inventory management results in decreased search times and inventory costs.



*Mt. Washington's staff used their knowledge and creativity to make significant changes to their processes, showing that Lean Six Sigma WORKS!
And, that partnering with Soriant is a good investment.*

For more information about achieving similar success, please contact us at 770.777.6633 or info@sorianthealthcare.com.

