



Hennepin County **Medical Center**

SCANNER *weekly*

Volume 23, Issue No. 3, 1-18-2010

weekly planner

What's happening at Hennepin this week? Click to find out.

Organizational Leaders Participate in HCMC's 3rd Three Day LEAN Leadership Training

Waste, 5S, Gemba, Takt Time, Cycle Time, Lead Time... what do these terms mean? Forty-one HCMC leaders were registered to participate in a three day LEAN Leadership Training January 12th, 13th, and 14th. This training will provide participants with the opportunity to learn more about these and other LEAN principles and tools that can be used to improve processes and service delivery through the elimination of waste. A combination of lecture, videos, hands-on simulation and group exercises was used to help prepare participants for active leadership and engagement in HCMC's implementation of LEAN.

As with any intensive organizational training effort, not only is it the participant's schedule that requires a significant level of commitment, but also their colleagues who help keep business going as usual...thank you to all of you! Also, thank you to the many areas throughout the organization that were visited by the training participants as they entered the *Gemba* (the place the work occurs) to learn firsthand how to conduct waste walks and 5S assessments.

Adverse Health Events report

On Thursday, January 14, the Minnesota Department of Health released its sixth annual Adverse Health Events report, disclosing the number of serious reportable events – including medical errors – that occurred in Minnesota hospitals and surgical centers from October 2008 to October 2009. The list of 28 types of events includes wrong-site surgery, retention of a foreign object in a patient after surgery, and death or serious disability associated with medication error, a fall, or use of restraint.

According to the report, 301 adverse events were reported by 65 facilities; of these, 4 events resulted in death, and 94 caused severe disability. HCMC reported 24 events, which included 4 falls and 20 "Stage 3 or 4 pressure ulcers." The full report can be accessed on-line at the MDH web site at www.health.state.mn.us.

HCMC's first paired exchange kidney transplant surgeries

On January 7, Hennepin Transplant Center marked its first paired exchange kidney transplant surgeries. A husband who needed a kidney received one from a donor in Maryland, and his wife donated a kidney to the donor's friend in Maryland. The kidneys flew via plane from Minneapolis and Baltimore, arriving in time to be transplanted into the waiting recipients. The Star Tribune covered the milestone event for the Hennepin Kidney Transplant Program.

Portico and HCMC are partnering for Community Health

With all of the national-level discussions on health care reform taking place, here's an example of a current partnership that helps uninsured Minnesotans access health care. Portico Healthnet is a nonprofit working to reduce the number of people without coverage for health care services. Last year alone, Portico helped more than 13,000 uninsured and underinsured individuals find affordable health coverage and/or services. Many were eligible for government safety-net programs. For those who were not, Portico offers its own primary and preventive health care access program funded by local hospitals and health plans – including HCMC.

In addition to helping those in need find coverage, Portico Healthnet has helped reduce uncompensated emergency room usage among those it serves by more than one-third because these individuals are now able to access care earlier, and in a more efficient setting.