



- Releasing Time to Care Collaborative**
- Alaska Native Medical Center
 - Legacy Good Samaritan Hospital
 - Oregon Health & Science University
 - Providence Health & Services, Oregon
 - Providence Portland Medical Center
 - Santa Clara Valley Medical Center
 - Santiam Memorial Hospital
 - Silverton Hospital
 - St Charles Health System
 - Tuality Community Hospital
 - Vancouver Coastal Health Authority;
 - Richmond Hospital and Squamish General

Releasing Time to Care (RT2C) is an innovative improvement methodology based on Lean principles. It is aimed at system wide transformation, starting with the staff who are closest to the patients: clinical teams. RT2C helps staff spend more time with their patients in order to deliver better quality care.

The RT2C methodology focuses on improving unit processes and environments to help staff spend more time on patient care while improving safety and efficiency. The methodology uses a common sense approach to empower front line staff to question what they do and design their own solutions. RT2C creates an effective and sustainable means of transforming healthcare delivery.



RT2C hospitals in the United States have been surprised to learn that, on average, nurses spend approximately 35% of their time on direct patient care. In addition, they are interrupted between 70 and 330 times per shift.

Specific unit processes such as shift handovers, admissions & discharges, and medicine administration are individually reviewed by working through modules, identifying problems, testing, implementing, and sustaining solutions.

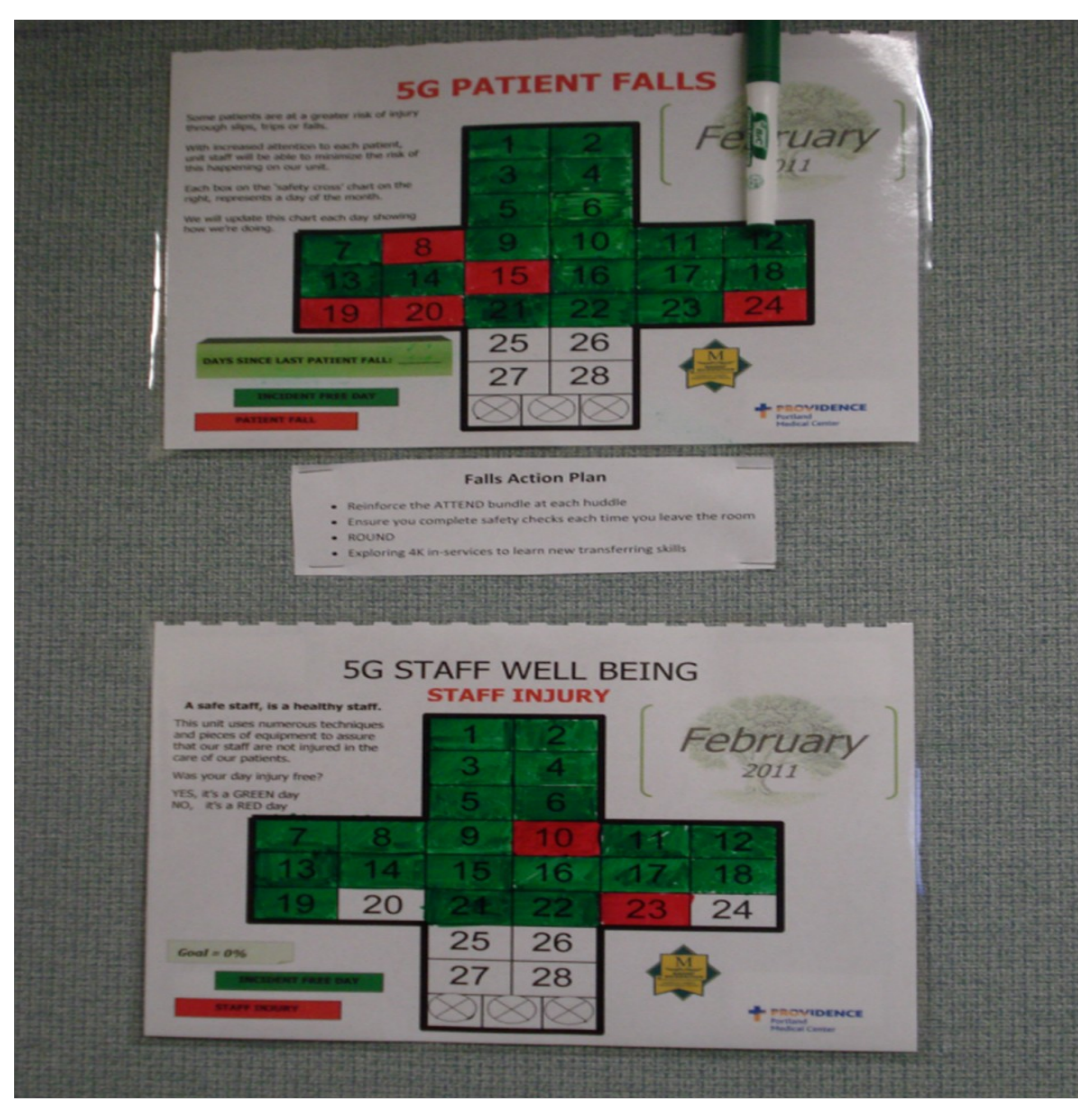


RT2C uses visual tools to track safety issues such as patient falls, hospital associated infections, staff injury and other quality measures chosen by the staff on the unit.

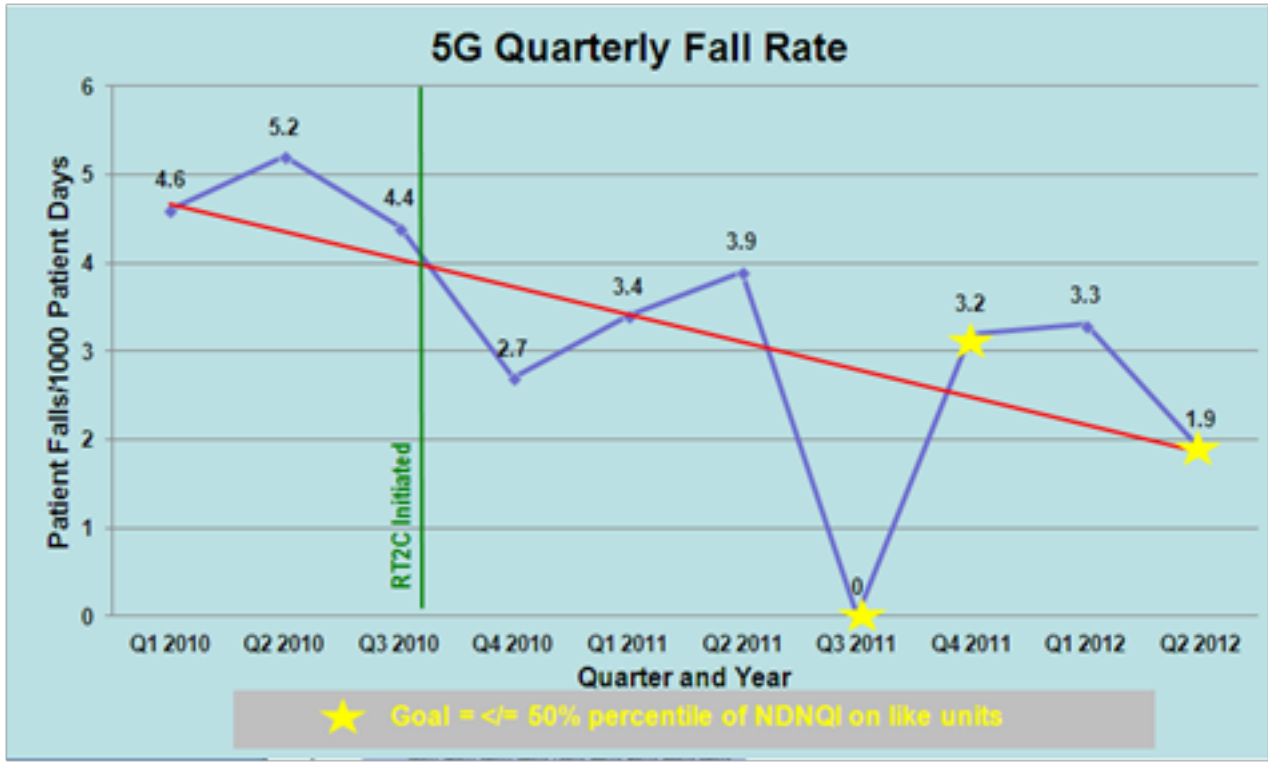
RT2C equips teams with the tools, techniques and skills, to identify and eliminate interruptions, wasted steps and inefficient workflows.

RT2C enables teams to focus on patient experience and satisfaction, increase staff satisfaction and establish accountability within their units.

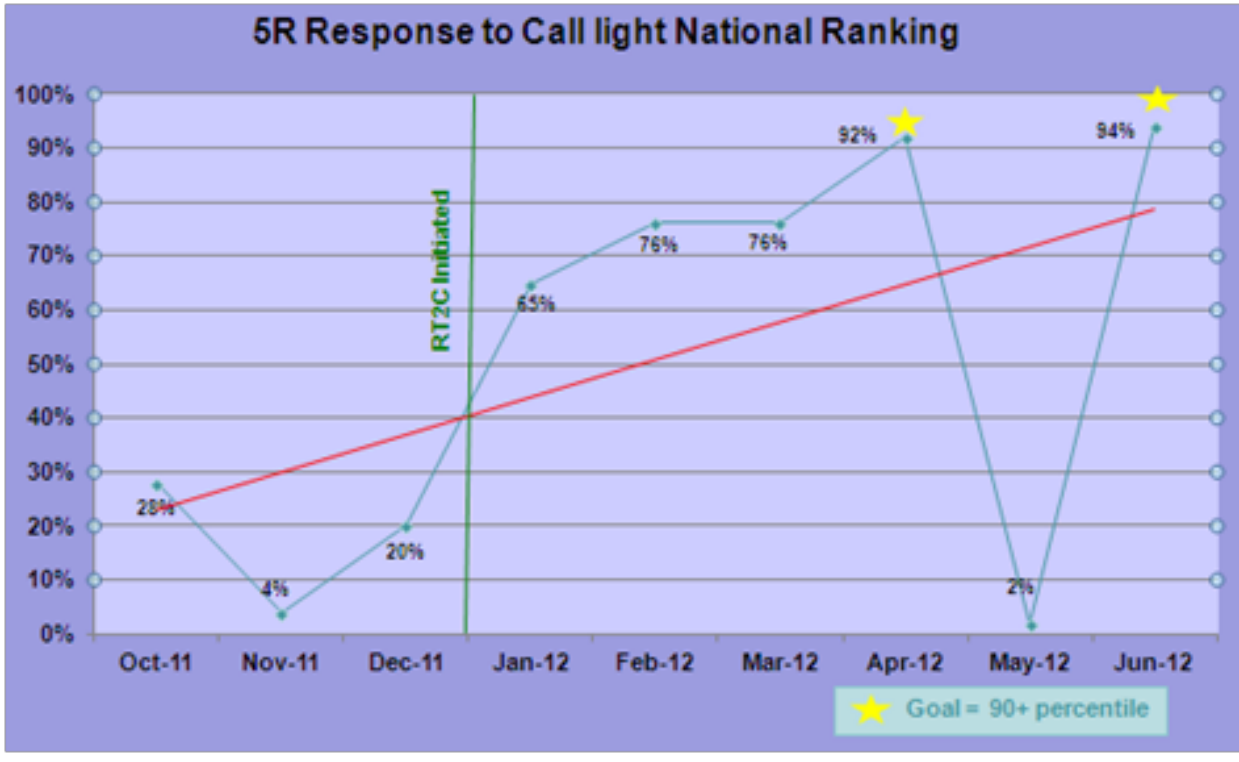
Ultimately, RT2C helps hospitals achieve better health outcomes for patients while lowering costs.



Examples of Impact:



Patient falls rate exceeded acceptable levels (Benchmark: NDNQI 50th percentile.) Initial RT2C work focused on measures to reduce falls. Since Q3 2010 this unit has sustained a 30% reduction in its falls rate.



Unit ranked at 20% for response to patient call lights according to HCAHPS data. Targeted improvement efforts using RT2C have led to a significant improvement above the 90% mark.



New signs on dietary status have reduced interruptions to nursing staff from 9 per meal to 1 per meal.

Each interruption took an average of 90 seconds.

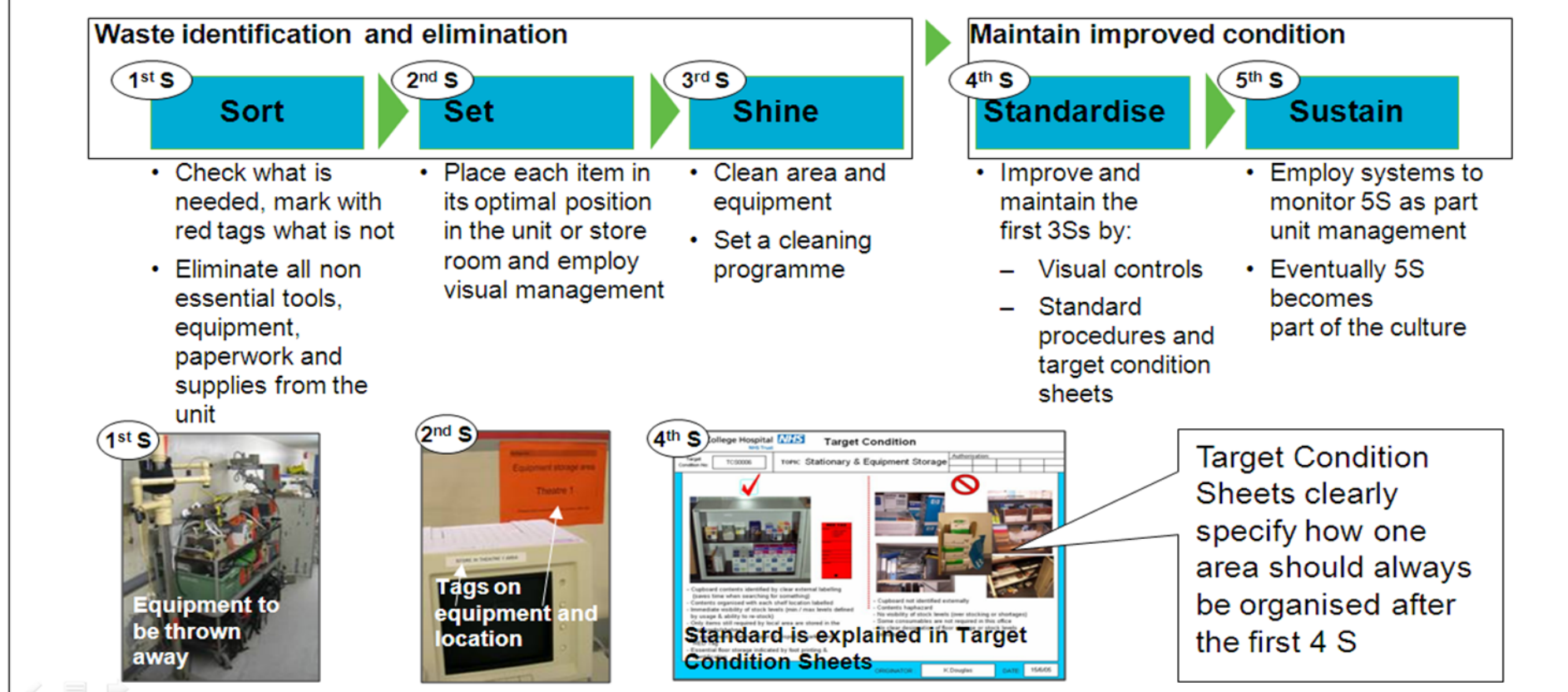
This adds up to just under 4 and 3/4 hours a week or 244 hours per year.

These interruptions were costing \$11,800 in nursing time per year. Interruptions now cost \$1,300 saving \$10,500 per year in nursing time.

How to do 5S in one area

What is 5S?	Why do it?	How is 5S sustained?
<ul style="list-style-type: none">A defined and visual method for maintaining a units, supply rooms and administration areas in the best condition	<ul style="list-style-type: none">A well organised and well maintained workplace is safe and efficientIncreased ownership and sense of pride	<ul style="list-style-type: none">Clear target conditionsIncorporated in process confirmation by front line manager in order to achieve agreed level of 5S

Each S represents one necessary step, maintaining the sequence is essential to achieve the maximum effect



5S is a key tool in the RT2C program.

It is used to help staff organize their environment so as not to hinder workflow.

One medical/surgical unit using this process saved \$2,800 in staff time when redesigning the medication room.

Another unit saved \$3,100 by standardizing the in-room nursing cabinet.

Thank you to Legacy Good Samaritan Hospital, Providence Portland Medical Center and Oregon Health & Sciences University Hospital for the examples mentioned in this poster.

For further information about Releasing Time to Care and similar programs please contact :

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