Workshop Exercise:
How do you solve a problem like OTCOL?
System design.

Don’t throw money at it
Key points

• Throwing money at it, might not work
• People can be contrary
• Less can be more
• But small things matter
Stuff that costs a lot

Consultancy

Strategy

Tinkering

This is what we need

Stuff that has a big effect
Toast
The exercise

• Use to **diagrams and pictures** to improve a process which you have in place.

• **Not using words** – *these aren't SOP's*
  – by yourself
  – with a small group
  – with the large group.

• Worried how it will work?
Designing a system

L - lab personnel
P - porter / pickup
T - transport person
R - recipient
Choose one scenario

1. 4 units have been XM’d for a patient and are in your bank.
2. But the patient isn’t on your site. You have to transfer blood to his location (hospice/ DTS) which has a fridge.
3. What is the process to get them safely and in a timely fashion, to the other site?

OR

1. Code Red call: you are asked to put 4 units of ‘emergency’ O- in a box for a trauma case.
2. Your consultant agrees it can go STAT. Don't worry about the sample, she’ll ask for it.
3. The 4 units may be transfused quickly or may be left in the box for a while.
4. But the 4 units need to go now!
In both cases....

1. How do you receive the calls / request for transfer?
2. Preparation of coolboxes & units
3. Something about transport? Who, when, how etc
4. How are movements of these units recorded?
5. Who will receive units, how, what are their responsibilities?
Step 1: On your own

On an A4 sheet of paper

Map out your current process using only 6-8 NODES (like the ones shown)

No-one is seeing these, only you

3 minutes only
Step 2: STILL On your own

Transfer the 6-8 NODES to the post-it pad

One per post-it note
There are no marks for neatness!

2 minutes only
Step 3: In pairs or threes

- Get together with someone else (2’s or 3’s)
- Using the post-it notes, put them ALL down in some sort of order.
- You will have duplications and “diversions”
- “we get a phone call” “we get a porter turning up” KEEP THEM ALL
- Discuss!
- Refine process into ~ 16 nodes

15 minutes for this
Step 4: Everyone

1. All post-it notes go on the wall – then wander!

With everyone’s processes on the wall, move about and start refining the post – talk to each other as ask questions.
It’s to develop a ‘best practice’ system. If there are any steps which seem redundant take them out, or any missing steps put them in!

The rest of the time