

2015 KATA SUMMIT
Healthcare Practitioner Panel

Centre de santé et de services sociaux
Haut-Richelieu – Rouville



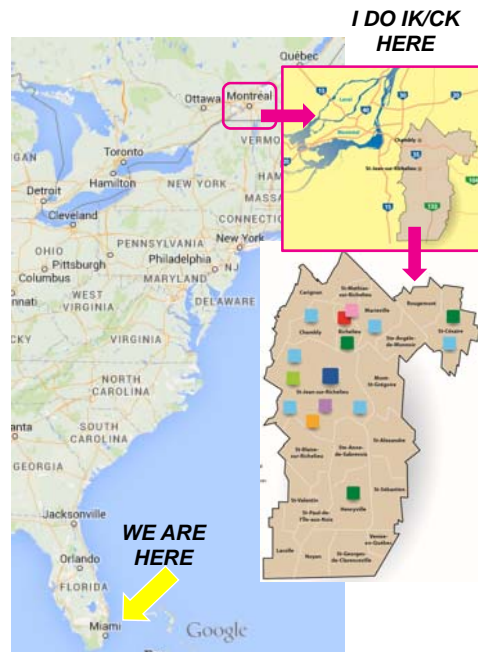
ON PREND SOIN
DE NOTRE MONDE

Practical experience with IK/CK in a clinical setting

February 2015

Background information

- About my organization
 - 3800 employees
 - 300 doctors
 - 1 hospital
 - 2 primary care units
 - 6 nursing homes
- About me
 - Discovered TK in 2010
 - Started practicing IK in 2011
 - Started practicing CK in 2012



Understanding the Direction ... in 2011

Mission, Vision and values of the organisation



ON PREND SOIN
DE NOTRE MONDE

Safety for our patients and our employees

Compliance with applicable standards

Zero defect

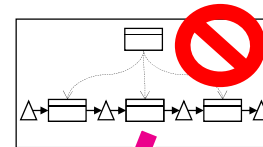
100 % value added

1 x1 flow

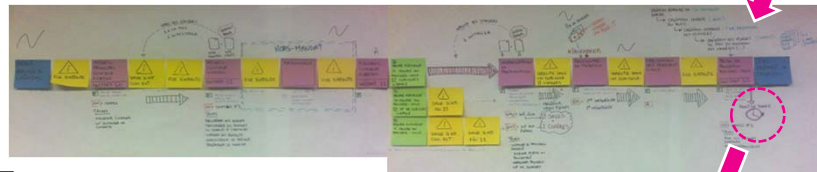


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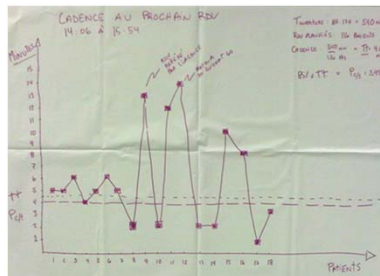
Grasping the Current Condition



Orthopedic Clinic



- Queues
- Process steps



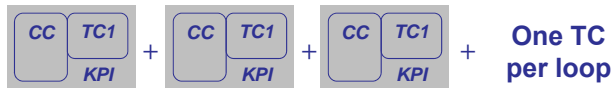
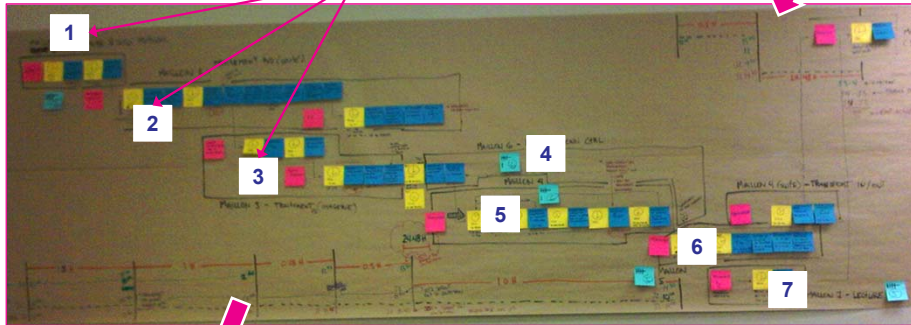
Exit cycle



4

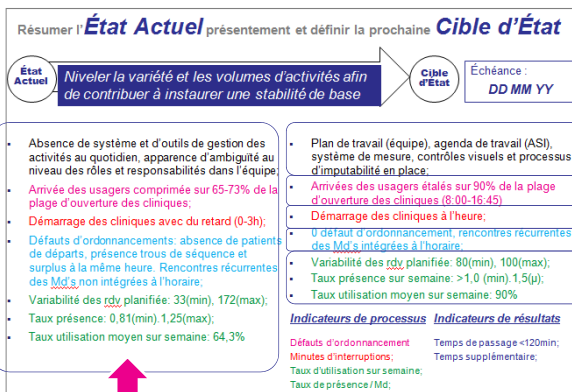
Grasping the Current Condition

Process loops



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Establishing the Next Target Condition ...



Management system first

A defined sequence

1 x 1 principle

Adjust step size

The first step is free but ...

Many characteristics aka components

... a word on the format



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Establishing the Next Target Condition ...

Team Management Area

Daily Performance Tracking

Kata board IK/CK tools



Direction

Challenge CC/TC

Obstacles

PDCA cycles records

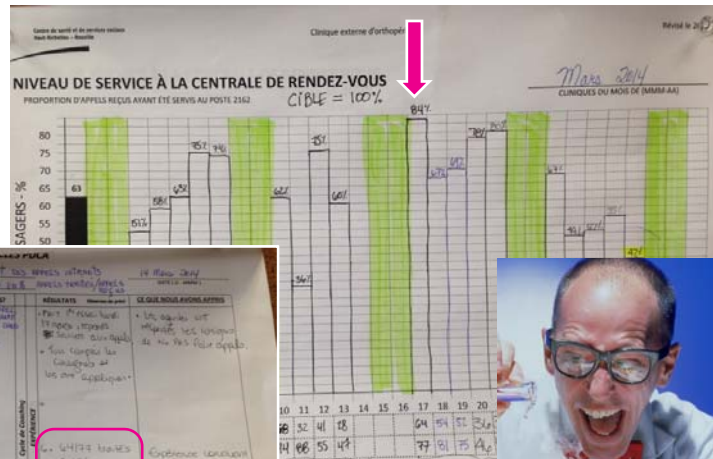


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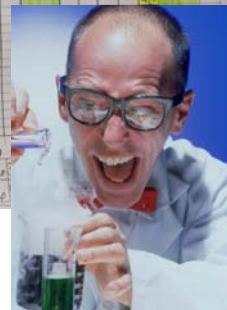
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Iterating toward the Target Condition

Sometime it only takes one well planned PDCA cycle!!

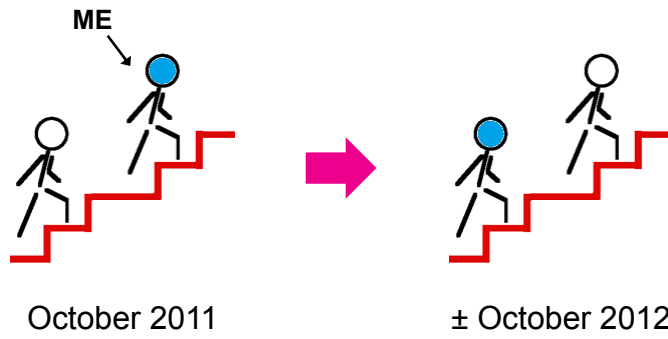


PROBLEME	CAUSE	ANALYSE	SOLUTION
PROBLEME: ...	CAUSE: ...	ANALYSE: ...	SOLUTION: ...

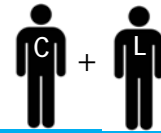


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Executing Coaching Cycles



... from dragging to guiding



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