Purpose: **To provide the "How to" for Smart Start**

Agenda:

Time	Topic	Presenter
11:57 AM - 12 Noon	Music	
12 Noon – 12:05	Welcome	BRTI
12:05 – 12:15	Icebreaker / Pager Overview	Dr. Barbara McKinney
12:15 – 12:20	LARC Scorecard	Ms Fortunate Maketo
12:20-12:35	Baseline Data	Mr. Japhet Mabuku
12:35-12:40	VIDEO: What LARC Means to Me	Ms Jacky Samushonga
12:40 – 12:45	VIDEO: Smart Start	Dr. Barbara McKinney
12:45 – 1:30	Smart Start Readiness - Panel	**LARC Experienced Coaches**
1:30 – 1:45	Q & A - Panel	**LARC Experienced Coaches**
1:45 – 2:00	Looking Ahead	Dr. Barbara McKinney

Ground Rules:

Begin & end on time, Respect for all persons & all thoughts, Encourage engagement & participation, Keep audio on mute unless speaking / Raise hand to share or put question in chat box
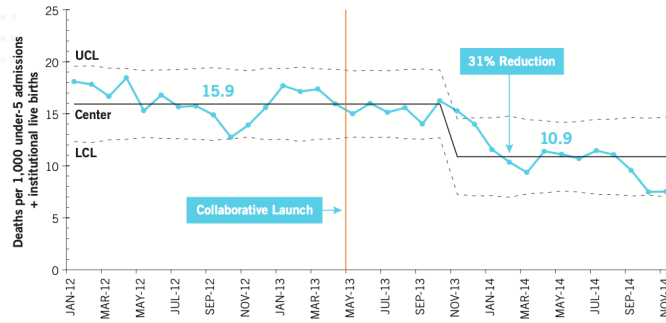
Expected Outcomes:

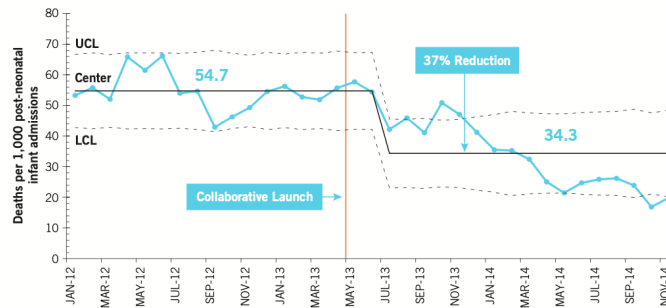**Each Coach will lead a Smart Start & produce assigned deliverables by Mar 10**
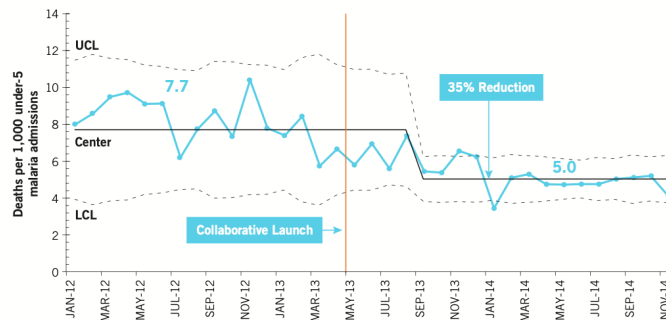
P
A
G
E
R

Begin with the End in Mind

Measurable Results

toll·gate

/ˈtōlˌgāt/

noun

plural noun: **toll gates**

a barrier across a road where drivers or pedestrians must pay to go further.

The Six Sigma DMAIC problem solving methodology is accomplished in five phases, or steps: Define, Measure, Analyze, Improve and Control. Between each phase or step many companies employ a "tollgate" to control the process. Only when the person leading the project confirms **that the team has successfully completed the previous phase may they pass the tollgate and move to the next phase.**

| Date	Topic	Pre-Work* – Due 1 day prior to Session	Deliverables - Due 3 days prior to Session
Week 1 **18 FEB**	Orientation	IHI Courses LARC Videos* INTRODUCTION	IHI Certificates
Week 3 **02 MAR**	Setting up your project for success: Smart Start	LARC Videos* DEFINE – All except VOC & Change Management	Baseline Data
Week 5 **16 MAR**	Define	LARC Videos* DEFINE – VOC & Change Management PROJECT MANAGEMENT (all)	Project Outline Problem Statement, Aim Statement, & Team Formation Elevator Speech Stakeholder Analysis Smart Start Outputs Process Map & Table I/E Grid Just Do Its
Week 7 **30 MAR**	Measure /Analyze	LARC Videos* MEASURE (All) ANALYZE (All)	VOC
Week 9 **13 APR**	Improve / Control	LARC Videos* IMPROVE (Remainder) CONTROL (All)	Data Collection Plan Baseline Data → Run Chart Fishbone / 5 Whys
Week 12 **4 MAY**	Project Presentations		> 2 Tests of Change (PDSAs) Lean – 5S
Week 13 **11 MAY**	Project Presentations		> 2 Tests of Change (PDSAs) Standard Work – (SOP) Future State Map
Week 15 **18 MAY**	Final Project Report Out		Control Plan Final Project Report

*LARC Videos with Quizzes – 30-45 minutes pre-work per session
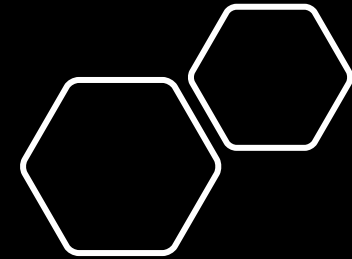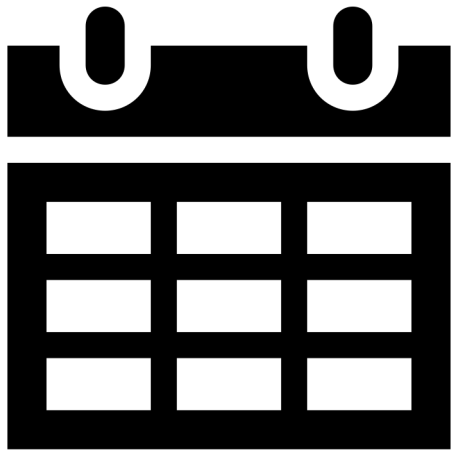
Deliverables Due Date:
March 10
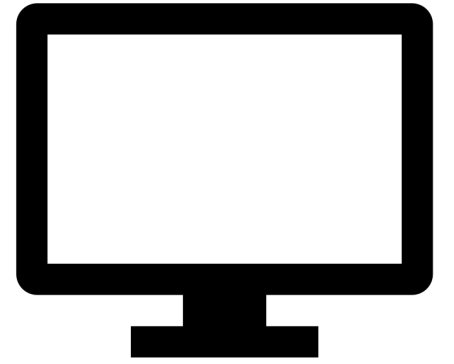
Coming to a Screen Near You
Webinar: March 16

Begin with the End in Mind → Deliverables

Process Map

Process Table

Impact Effort Grid
- Future Projects
- Just Do Its

Project Outline
- Problem Statement
- Aim Statement

Elevator Speech

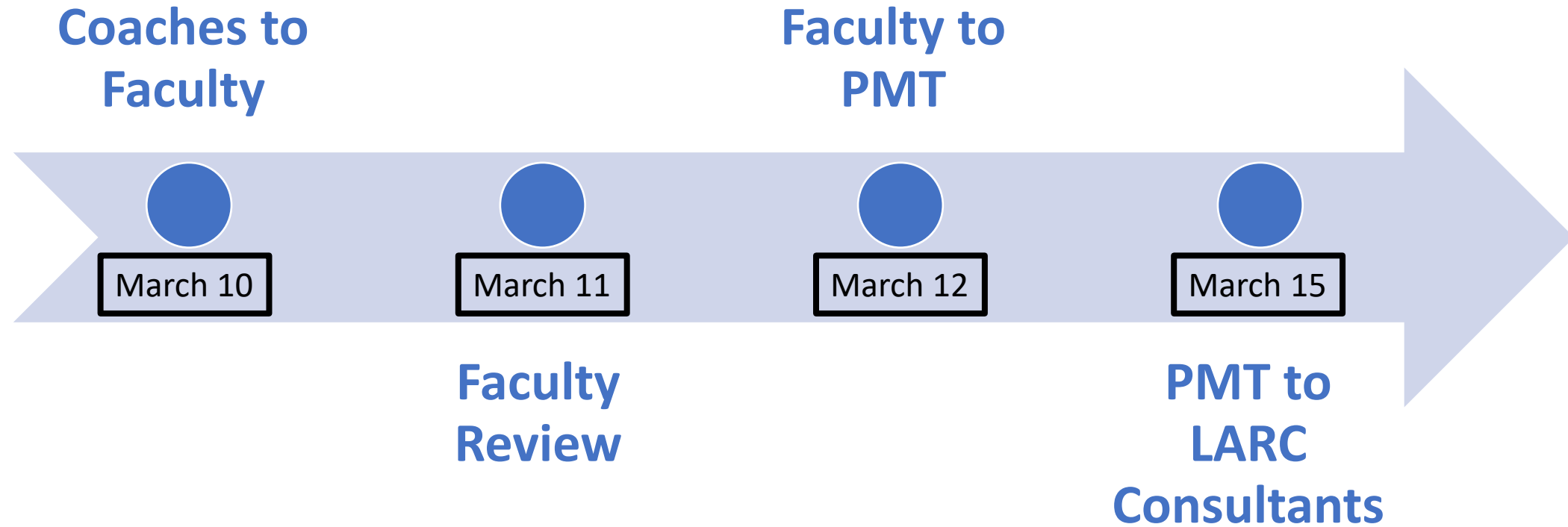**Team Formation**

Stakeholder Analysis

LARC Scorecard

Baseline Data
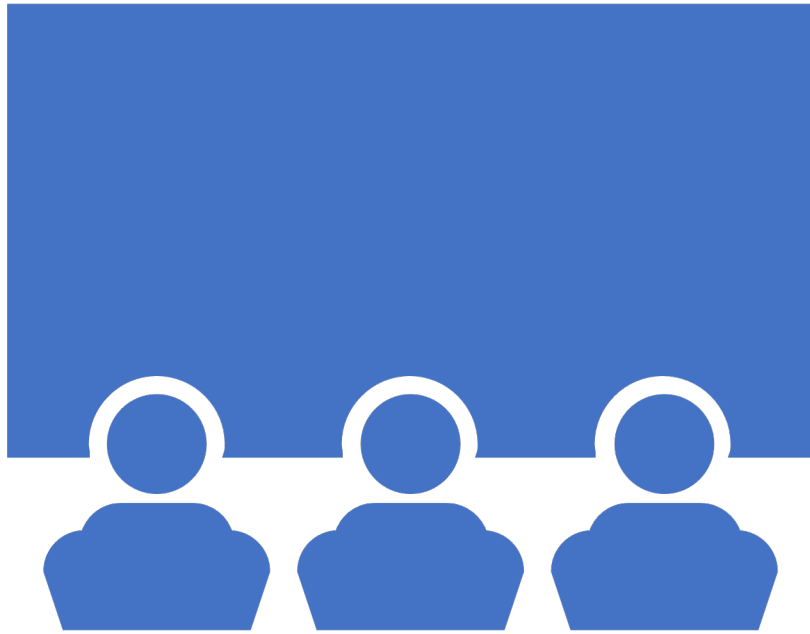
At the Movies – Smart Start

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E **E**xpected Outcomes:

Each Coach will lead a Smart Start & produce assigned deliverables by Mar 10

LARC Coaches Panel

Jacky Samushonga - ZiMTTECH

Fizhani Nehwati - OPHID

Samuel Chisango - PSI

Looking Ahead

Begin with the End in Mind → Deliverables

Process Map

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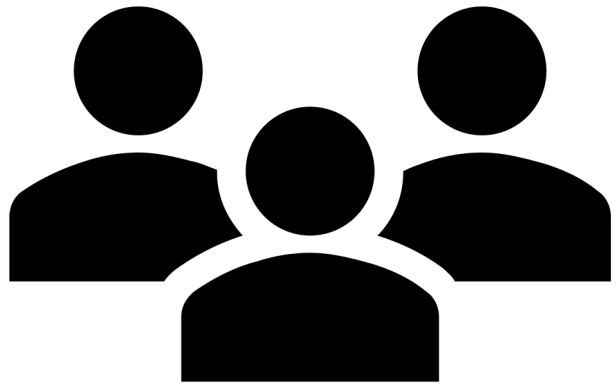**Elevator Speech**

Team Formation

Stakeholder Analysis

Site:

Coach:

Team Members:

PROCESS STEP	WHAT HAPPENS?	WHO IS RESPONSIBLE?	DURATION	FORMS/LOGS	OPPORTUNITIES FOR IMPROVEMENT

Sample Process Table

Process Step	What Happens?	Who is responsible?	Duration	Forms/logs	Opportunity for Improvement
1. Identify patients who meet criteria for targeted VL testing	All patients who have been on ARV for 6 month	Nurse	minutes		How do you identify those who meet criteria? A flagging system to remind
1. Order VL test	Complete lab requisition form, send patients to the lab	Nurse	Minutes to days	Lab requisition form	Incomplete lab req form; assure 2 IDs available for each patient
1. Collect sample from patient (WB)	Collection of whole blood in EDTA tubes via venipuncture; create label, date/time/initial, complete lab req form and NST logbook	Phlebotomist	5-30 minutes	Lab req form, NST logbook	Expand time window for VL blood draw
1. Store samples at room temperature until courier pick-up		Phlebotomist	Minutes – 3 hours		Sample processing, centrifuge samples at mini-lab, storage issues
1. Package samples for transport	Put tubes in racks	Phlebotomist			Create VL sent list with 2 patient IDs for tracking purpose
1. Pick up and transport samples	Package samples in secondary and tertiary materials including lab req forms; complete specimen delivery checklist;	Phlebotomist driver	10-15 minutes	Specimen delivery checklist	Update specimen delivery checklist with VL (will that be sufficient?)
1. Receive samples in lab	Enter specimen information into LIS; inspect/reject samples; refrigerate samples	Lab sample receptionist/phlebotomist	1-3 hours		
1. Analyze the samples	Perform daily maintenance, Process/Load samples into instrument, etc.	Molecular lab technician	5 hours – 3 weeks		Reduce sample rejection rate due to insufficient volume, WB (vs plasma), dedicated VL req form to speed up sample log-in; clinic vs lab sample ID
1. Review/validate test results		Molecular lab technologist	1 day		High VL results flagged by LIS
1. Print results	Instrument automatically prints out results that have been approved	Molecular lab technologist	minutes	VL result report (does the lab req form go back as well?)	Multiple copies are printed by driver
1. Sort result printouts by facility	Separate printed results by facility; put them in facility envelopes	Data clerk	1 day		
1. Deliver the printouts to pigeon holes		Data clerk	1 day		

Clinic Aim Statements

<u>Specimens Received by Lab per week</u>

Increase proportion of Eligible Patients with a Viral Load sample received by lab from _____ to 80% by 18th May 2021.

- *Numerator = <u># of Viral Load Samples Delivered to Testing Lab</u>*
- *Denominator =   # of Patients Eligible for a Viral Load Test*

Lab Aim Statements

District Hub

Aim -Increase proportion of viral load samples that reach targeted pre-analytic time *(time from VL sample received at the district lab to time submitted to testing lab)* from _____ to **95%** by 18th May 2021.

Testing Lab

Aim -Increase proportion of viral load samples that reach targeted* turnaround times *(time from sample collection to time results received by clinic)* from _____ to **95%** by 18th May 2021.
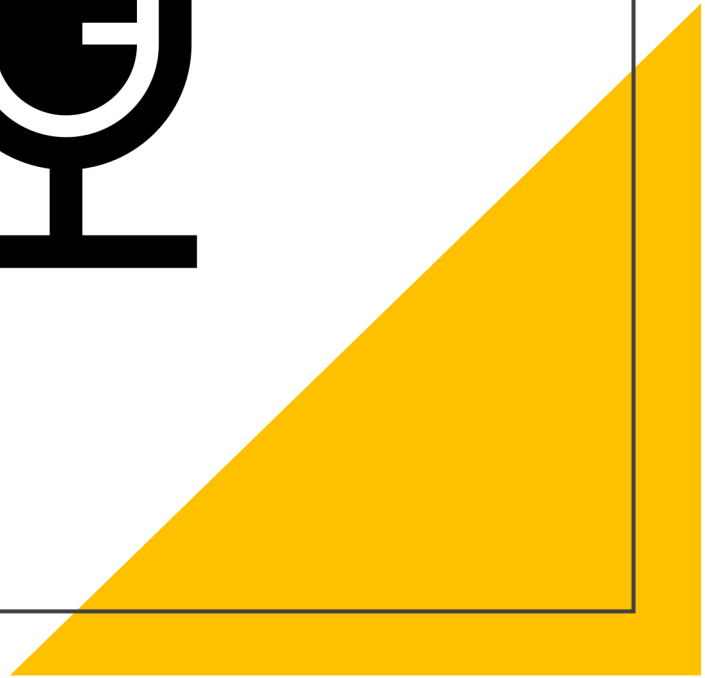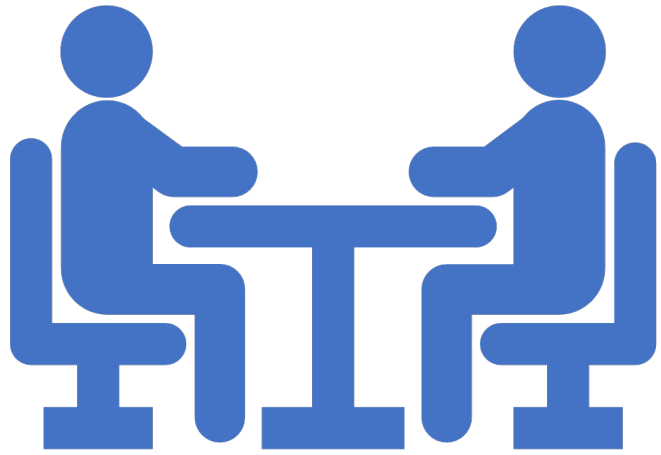
Thank You

Please take the poll!

Faculty Debrief

All Faculty – Please stay by Immediately following the meeting to debrief

Faculty Debrief

Faculty Stay by to Debrief
- What we liked?
- What we could do better?
- Review Chat