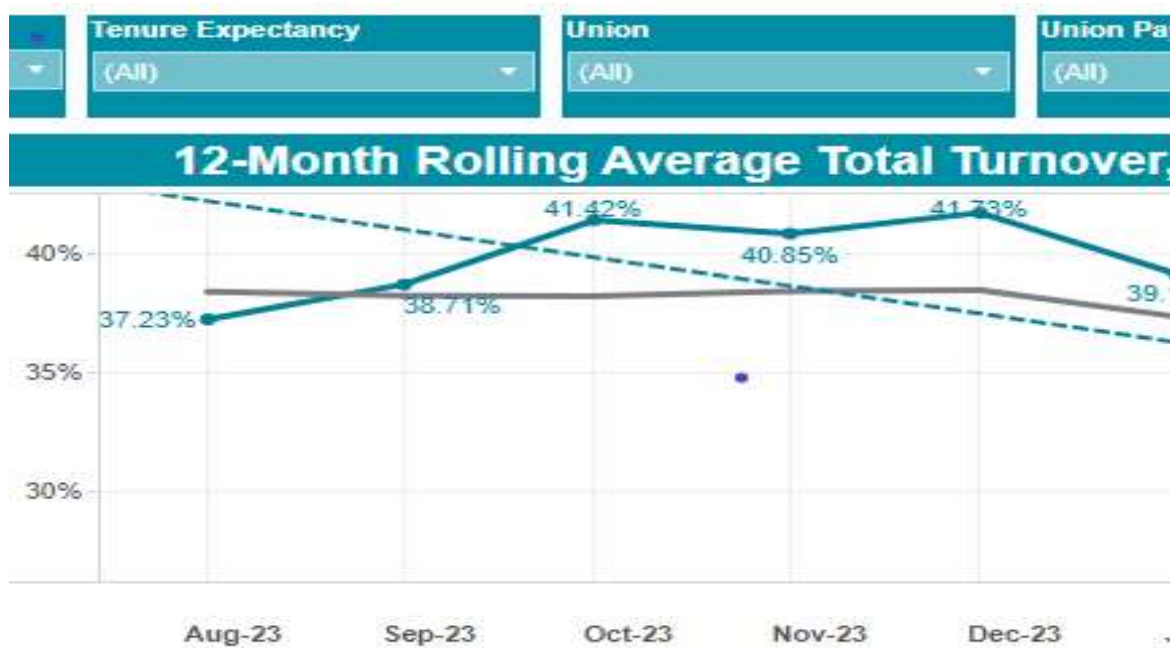


Team Building, Retention and Promotion

Sally Stewart, Director, Supply Chain Operations



Approach

- Participants:
 - Supply Chain: 24 participants, all in-person
- In partnership with leaders, the HR team scheduled multiple time slots for rounding and 1:1 questions, mostly in-person with virtual option, and with multiple shift opportunities
- Focus questions:
 - Overall experience
 - What do you value about the role/your work? What keeps you here?
 - What would you change?
 - Is there anything that has/would make you consider leaving?
 - What would you prioritize as an area of focus for improvement?

Supply Chain Techs

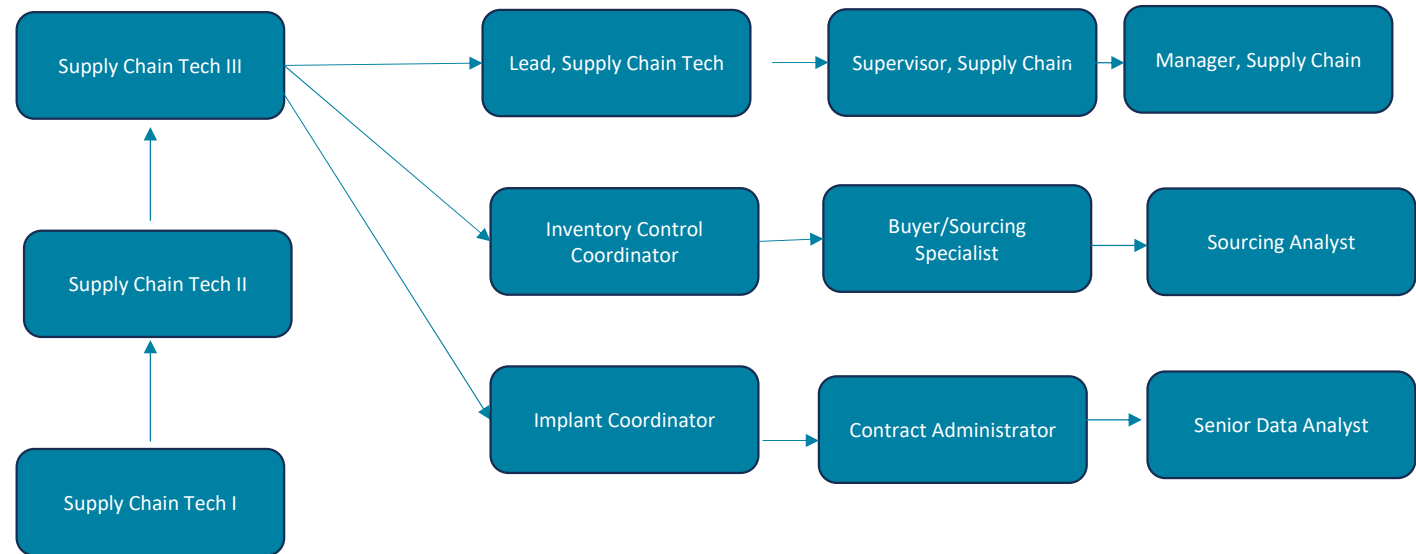
What's Working

- Colleagues – feel connected to team members on their shift
- Flexibility – autonomy on approach during shifts; flexible schedule
- Connection to Children's– those seeking new roles interested in staying at SC

Key Pain Points

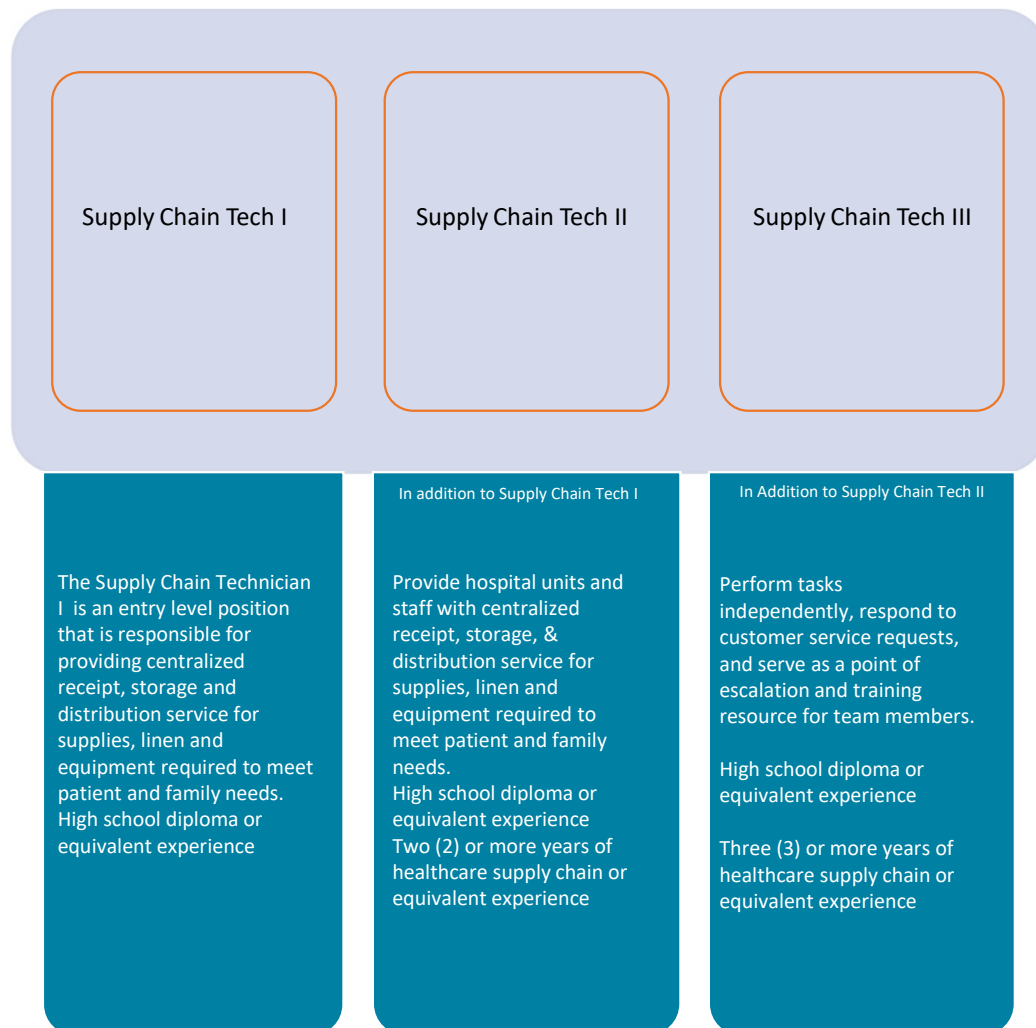
- Ladder Implementation – frustration over how individuals were placed; lack of role clarity; lack of ability to move up on ladder
 - Capacity – work left over at end of shifts, needing to be picked up by the following shift
- Onboarding/training – lack of standard work and job aides; coverage without true cross-training; lack of healthcare specific information
 - Leader Skills:
 - Communication – perception of lack of communication between leaders; information not shared out to teams
 - Lack of recognition – specific, timely, and just-in-time feedback
 - Knowledge of and access to organizational events and opportunities
 - Disrespect in communication with units – misalignment of expectation

Supply Chain Technicians provide hospital units and staff with centralized receipt, storage, & distribution service for supplies, linen and equipment required to meet patient and family needs.

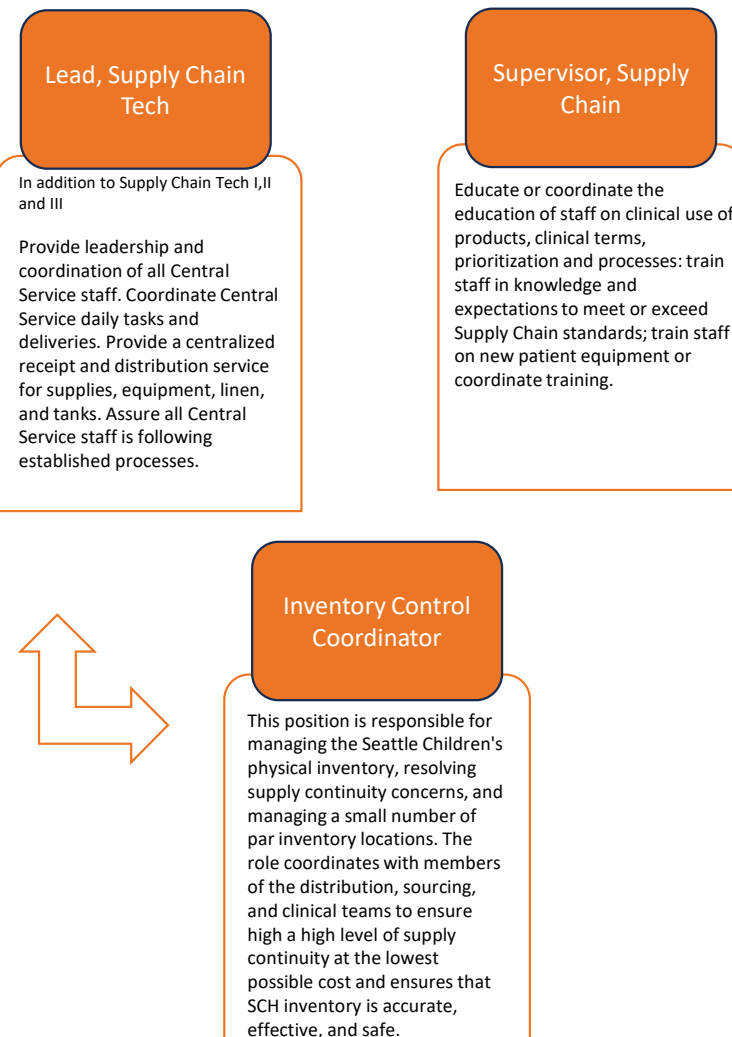


Considering going back to school?
Check out the Seattle Children's **Tuition Assistance Program** to see if it might be a resource to support your efforts.





From the Supply Chain Tech III, you can explore A leadership path or a technical path



Name Current ST Level (Use "4" for Leads) 1

Rate the team member's familiarity with these logistics functions:

	Not familiar	Has knowledge, but has not excuted	Performs with clear guidance and instructions	Is able to perform efficiently without direct oversight	Proficient and is able to perform, innovate and direct
Requisition		x			
Receiving			x		
Perpetual Inventory			x		
Product Picking				x	
Par Resupply				x	
Par Reordering				x	
Bin Management				x	
Expiration Date Management				x	
Returns and Excess	x				
Equipment Management			x		
Linen Management			x		
Basic Infection Prevention Protocol			x		
Mail Distribution and Delivery	x				

Importance Factor	1	2	3	4	5	I1	I2	I3	I4	I5
1	0	2	0	0	0	0	2	0	0	0
3	0	0	3	0	0	0	0	9	0	0
3	0	0	3	0	0	0	0	9	0	0
2	0	0	0	4	0	0	0	0	8	0
2	0	0	0	4	0	0	0	0	8	0
3	0	0	0	4	0	0	0	0	12	0
3	0	0	0	4	0	0	0	0	12	0
2	0	0	0	4	0	0	0	0	8	0
1	1	0	0	0	0	1	0	0	0	0
2	0	0	3	0	0	0	0	6	0	0
2	0	0	3	0	0	0	0	6	0	0
3	0	0	3	0	0	0	0	9	0	0
1	1	0	0	0	0	1	0	0	0	0

Relationship and Interpersonal: Describe the level of interpersonal and communication skills

	Challenges receiving critical communication	Abe to receive and pass on critical information	Able to act on basic information communicated from teams	Able to internalize, communicate and relate efficiently	Able to initiate and maintain high level cross communication
Supply Chain Team Members			x		
Supply Chain Leaders	x				
Nursing and Front Line Clinical Leaders			x		

3	0	0	3	0	0	0	0	9	0	0
2	1	0	0	0	0	2	0	0	0	0
2	0	0	3	0	0	0	0	6	0	0

Key Platforms: Describe the ability for the team member to use the following tools

	No familiarity	Can operate with clear instructions and no abnormalities	Can work through minor tool issues	Can operate with tools independently	Can innovate and develop tools beyond current use
Lawson / MMIS		x			
Bar Code Scanner				x	
MS Excel	x				
Tableaux/Reporting Tools			x		
Other MS Office Tools		x			
Linen Management System	x				
Instrument Tracking System	x				

3	0	2	0	0	0	0	6	0	0	0
3	0	0	0	4	0	0	0	0	12	0
1	1	0	0	0	0	1	0	0	0	0
1	0	0	3	0	0	0	0	3	0	0
1	0	2	0	0	0	0	2	0	0	0
1	1	0	0	0	0	1	0	0	0	0
1	1	0	0	0	0	1	0	0	0	0

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Name		Supply Tech 1		Supply Tech 2		Supply Tech 3		Lead Supply Tech					
2		Logistics												
3		Communic												
4		Tech												
5		Summary												
6		2												



THE CHAIN

SUPPLY CHAIN NEWSLETTER

SC VICTORIES / ACHEIVEMENTS

CS INVENTORY AND DEMAND FLOW

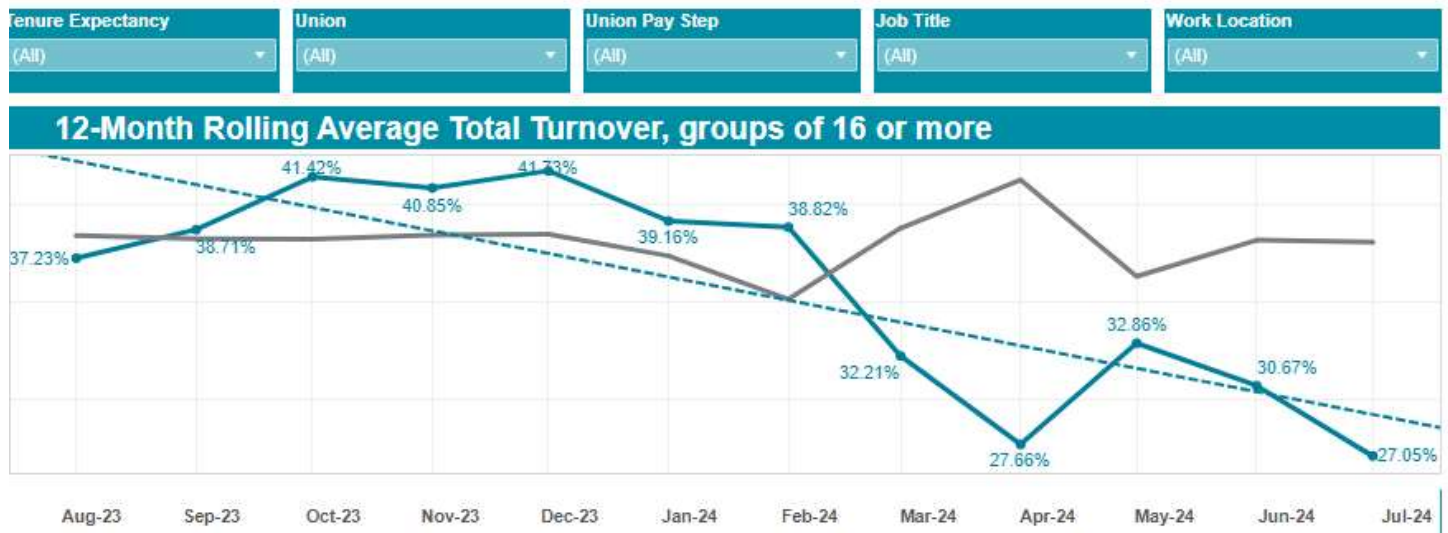
- CROCS work in Central Service is nearing the final phase before closing out the project
 - Special shoutout to Stephen, Lylan and Delia for the great work reducing on-hand inventory, increasing picking productivity and cleaning up our supply space (SS'd for safety and error proofing)
- Blue Bin is working with Sarah/DF on FA6 ICU this week and next week we are starting NICU
 - the new BB scanning process gives us near real-time visibility to scan errors (reduction in stage audits and increase in first time quality scanning)
 - Thanks to Sarah and BB team for the hard work out of the gate

LINEN

- New level loaded routes launched with the team to ensure core owners per area with clear backups for callouts
- Reconfigured LinenHelper iPad to ensure 1 route per iPad (no more hand written notes!)
 - Special thanks to Anju and Mike for getting these initiatives over the line

PERIOP

- Sarah Bowden (DF) operationalized an idea for mistake proofing look alike items from Justin Lovelace(Tech II). Even though it looked easy it took several months to order, build, and re label a rack to add Ringers to the Transplant cart and remove it from FB4 where it was frequently confused with 0.9% Saline
- Ethan Smith (Tech I) cross training in Linen has received accolades from his peers for his attention to detail and willingness to help in any situation
- Elliot Van Steveninck (Tech I) CS and Wayze Koroney (Tech II) Periop for being cross functionally supportive of each other during low staffing periods on 7/28 and getting the work done with a positive attitude.
- All of 3rd shift for working together as a team to cross functionally prioritize and complete the work in a positive and yet inquisitive manner. Great questions and ideas to allow for more capacity and do the right work at the right time without doing more work.



Timeline

