



• UNC Health Care •

KaiNexus



Overview



The UNC Health Care System, based in Chapel Hill, is a not-for-profit integrated health care system, owned by the State of North Carolina. Its purpose is to further the teaching mission of the University of North Carolina, while providing state-of-the-art patient care. A distinguishing characteristic of UNC Health Care is its association with the UNC-Chapel Hill School of Medicine, a nationally eminent research institution. This relationship gives UNC Health Care a powerful pathway for moving the results of biomedical research from medical school laboratories to patient care settings.

KaiNexus users at UNCH enter their own results and improvement data into KaiNexus when they resolve opportunities for improvement. This includes qualitative benefits (categories of improvement such as quality) or quantitative results (such as cost savings). The data and charts in this study are taken directly from reports within the UNCH implementation of KaiNexus.

Phase 1: KaiNexus was rolled out to approximately 245 OB-GYN staff.

Phase II: 122 staff from the transplant department were added.



Methodology



UNC Healthcare uses Lean Six Sigma (LSS), a set of complementary methodologies, to improve how its staff members lead, teach, and provide care. Both Lean and Six Sigma are designed to continually improve the quality of care delivered to patients. As UNC Healthcare says, “Get rid of what you don’t need and improve what’s left!” The goal of the LSS deployment at UNC Health Care is to train all employees as Yellow Belts, a LSS designation indicating those who are able to assist with improvement projects. All employees with interest and aptitude are encouraged to pursue further training to become:

- Purple Belts: focus on Lean projects
- Green Belts: who focus on Six Sigma projects
- Blue Belts: manager-level and above who sponsor projects

Summary

Impact Results

Length of Study: 24 Months

- 193 submitted opportunities for improvement from 60 different users
- 154 completed opportunities for improvement
- 78% of completed opportunities resulted in a change
- 44% of users logged into the system

Opportunities for Improvement Impacted:

- Quality - 44%
- Staff Satisfaction - 27%
- Patient Satisfaction - 23%
- Patient Safety - 18%
- Cost Savings - 4%
- Staff Safety - 1%
- Savings Per Year - \$75,360
- Time Savings - 6%
- 495 Staff Hours Saved Per Year (\$28,070 estimated soft-savings)



Summary



Staff Engagement

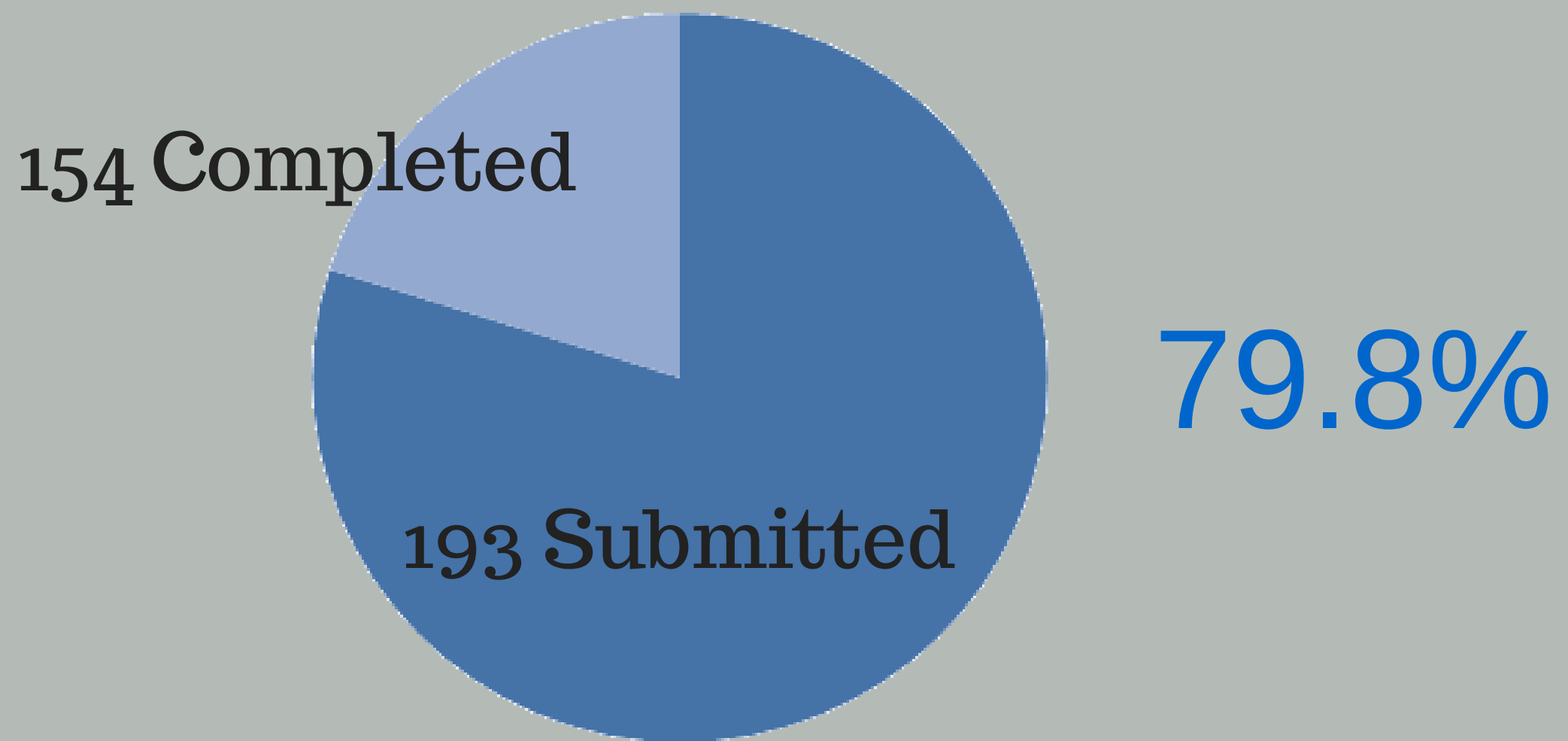
The number of people who “strongly agree” with the statement, “Generally, I have the opportunity and encouragement to bring forward suggestions and ideas for improving patient care and our workplace,” increased markedly from 29.7% to 44.5% during the first two years of KaiNexus use - a 50% improvement.

Additionally, the number of people who strongly agree with the statement, “Overall, I am satisfied with this organization as a place to work” increased from 25% to 31%.

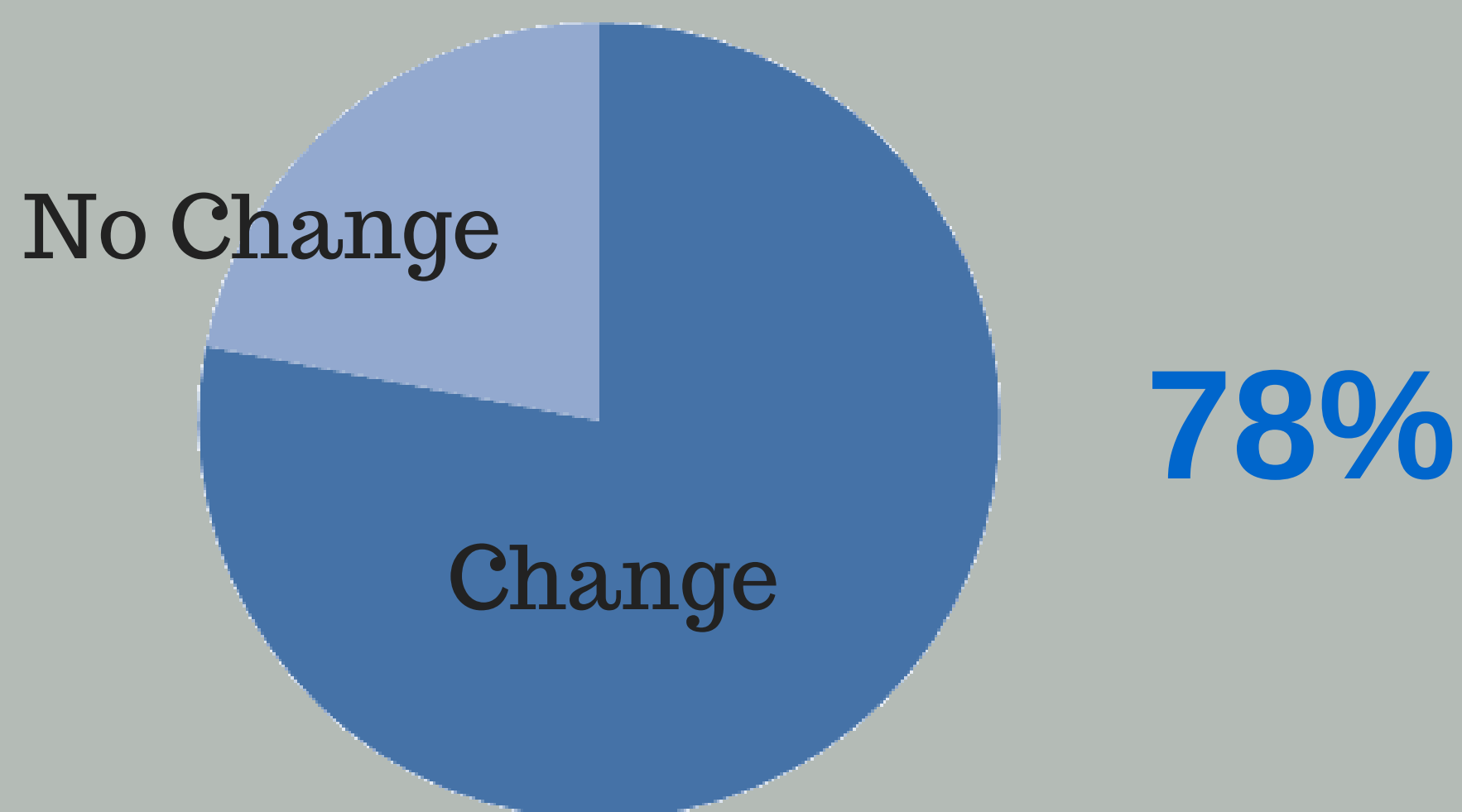
50% increase in staff-reported engagement levels

25% increase in satisfaction levels

Opportunities for Improvement Submitted vs. Completed:



Percentage Resulting in a Change:



These numbers reflect a healthy improvement culture in which leaders work to implement staff ideas. This also indicates that leaders are engaging employees in a collaborative improvement process.

Financial Impact

Initial implementation group (366 users):

Annualized Savings Rate: \$75,360

Time Savings per Year: 495 hours

Labor "Soft-Savings": \$28,070

While impressive, these results are even more significant when applied to larger organizations. Based on this rate, customers with 3,000, 5,000, and 10,000 employees could expect to see the following results:

	Annualized Savings	Time Savings	Labor "Soft-Savings"
3,000 employees	\$617,705	4,057 hours	\$230,082
5,000 employees	\$1,029,508	6,762 hours	\$383,469
10,000 employees	\$2,059,016	13,524 hours	\$766,939

UNCH completed an average of 0.25 Opportunities for Improvement per user per year. This is well below the current average of two Opportunities per employee per year seen in our other hospital-wide deployments. By increasing participation to 1.0 OIs per employee, UNCH would realize hard cost savings of approximately \$8,000,000 per year, along with approximately \$3,000,000 per year in labor "soft-savings."

Non-Financial Impact

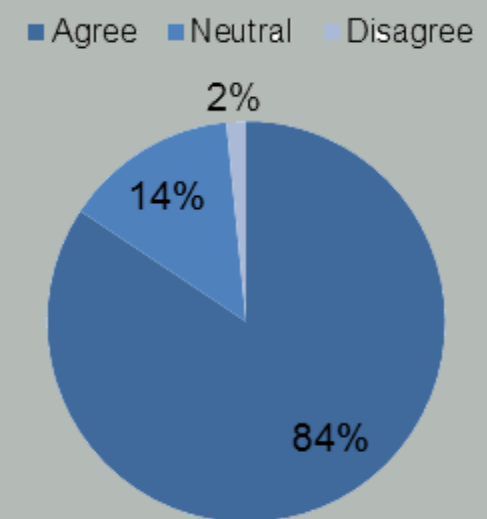
Opportunities for Improvement that had a non-financial impact affected these areas:

- 30% Staff Satisfaction
- 28% Quality
- 25% Patient Satisfaction
- 17% Patient Safety

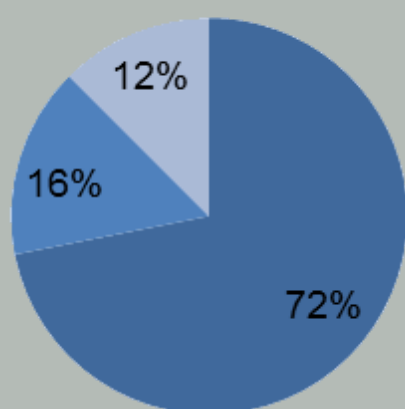
Detailed Satisfaction Results

Staff engagement and satisfaction are strongly correlated with improving patient outcomes, safety, and cost. Higher staff engagement also results in lower voluntary turnover rates, meaning hospitals see significantly lower costs related to recruitment and training (something that can cost over \$100,000 for a nurse, for example).

Generally, I have the opportunity and encouragement to bring forward suggestions and ideas for improving patient care and our workplace.

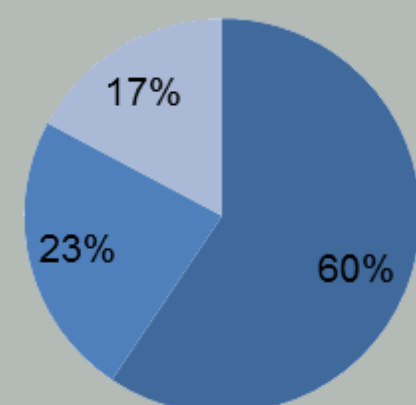


■ Agree ■ Neutral ■ Disagree



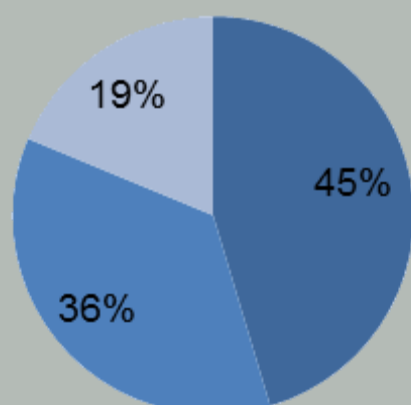
In the past, if I brought ideas or suggestions forward, they were likely to be implemented in a timely manner.

■ Agree ■ Neutral ■ Disagree



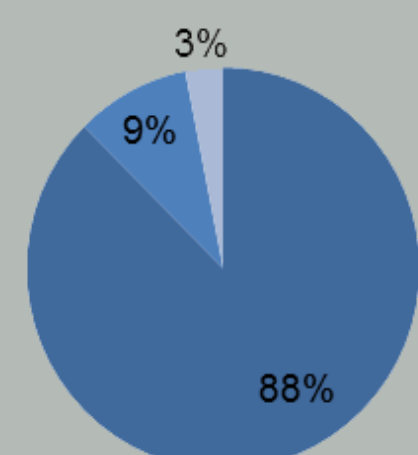
I am satisfied with the general level and effectiveness of communication in our department - 59.1%

■ Agree ■ Neutral ■ Disagree



I have the necessary tools, equipment, processes and systems required to deliver the best possible patient care - 71.9%

■ Agree ■ Neutral ■ Disagree



Overall, I am satisfied with this organization as a place to work - 84.4%

Conclusion

The improvement results from this customer's initial implementation are consistent with (or exceed) consolidated data from the entire KaiNexus customer base.

Staff members are more highly engaged via the KaiNexus system, which leads to many benefits in safety, cost, and quality.

The evidence shows that KaiNexus customers such as UNHC are achieving impressive levels of improvement through the use of our collaborative improvement platform.

KaiNexus

www.kainexus.com

The best way to improve your business or organization is by leveraging the collective knowledge of every employee. KaiNexus is a cloud-based software platform that unites your team around opportunities for improvement and facilitates their progress from inception to ROI.

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