



## Southern Health and Social Care Trust Continuous Improvement in the Radiology Department

### Why was the activity conducted?

Enthusiastic with New Year resolutions to improve their department, the Radiology Team held a meeting to find out more about the Lean Healthcare Academy Lean E-Learning Programme being offered by the Trust. The team were keen to make improvements particularly in relation to sharing information across the team in an easily understood and timely way.



*Grainne Forsythe and Geraldine Doran  
with Radiology department dashboard*

### Findings

It was recognised that fast and cost effective Lean e-Learning courses, provided by the Lean Healthcare Academy, and on-site support provided by The Trust Reform Team coupled with the energy and commitment of the team would deliver the necessary improvements and transformation.

- The Lean Overview and Visual Management were chosen as the appropriate e-Learning courses
- The e-Learning courses gave the staff a good understanding of the various methodologies whilst the Reform team provided the department with practical on-site support
- Using the knowledge gained from the Visual Management e-Learning course Grainne Forsythe and Geraldine Doran created a dashboard showing key metrics effecting the Radiology department that could be easily seen and understood at a glance

### Outcomes

The development of the radiology measures board allows all team members to see and understand the current waiting lists, staff levels and other vital information that enables them to create a streamlined world class service for their patients.

Whilst these changes have been small the impact has not. The team has felt empowered to make changes to their working practice and working environment. Staff morale has also noticeably risen.

**To find out more about  
this case study contact:**

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### Value Added

“Whilst our continuous improvement journey has only just begun we feel that we have already achieved so much”

**Liz McWilliams**  
**Superintendent**  
**Radiographer**