**Background**
This innovative approach to teaching process improvement helps nursing staff acknowledge the high-risk industry of healthcare and recognize the need for quality improvement. Participants are immediately able to identify common wastes in the practice setting and are given the opportunity to apply a simple model for improvement.

**Method**
- A highly interactive method of teaching process improvement including a video simulating a common nursing task – assisting a high fall risk patient up to the chair to eat lunch.
- The video is laced with common waste (e.g. motion, transport, waiting, over processing).
- Learners must identify waste as they watch the video and discuss their findings in small groups.
- Through facilitated discussion, a Waste Wheel is developed to categorize the identified waste.
- Learners then brainstorm improvement strategies that might eliminate waste in the process.
- A second video is then shared showing an improvement in the process; however, opportunities still exist in an effort to demonstrating the need for continuous process improvement.

**Results**
Post-educational session course evaluation:
- 84% of participants (n=51) agreed or strongly agreed the offering empowered them to improve their practice and anticipate a change in their behavior or practice as a result of the offering.

**Conclusion**
- Method utilized could easily be duplicated in the academic or practice setting.
- This innovation will help develop the capacity of frontline nursing professionals to serve as catalysts for change resulting in improved patient outcomes.

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**Continuing Education Offering Objectives Outline**

1. Understand the impact of process improvement in healthcare
   - Excerpts from Video on Healthcare Improvement
   - Reviewed Plan-Do-Check-Act Model for Improvement

2. Identify seven types of waste in healthcare
   - Discussed acronym TIMWOOD
   - Video on Problem Identification – 5 Whys

3. Apply model for improvement for a process improvement
   - Hot Dog! Video
   - Waste Wheel Activity

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**Activity Instructions**

1. Provide handout with types of waste

2. Assign tables some wastes of focus, provide sticky notes and sharpies, play video

3. Participants share identified wastes and place on waste wheel

4. Application of PDCA with group
   - AIM: Reduce the amount of time between Hot Dog delivery and consumption
   - MEASURE: Time between Hot Dog delivery and consumption is reduced
   - CHANGES: What changes can we make that will result in improvement? Group brainstorms ideas

5. Repeat step 2 with more efficient video example