

Team boarding: To increase the communication between different departments and multidisciplinary teams

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Presentation

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The speaker describes implementing team boarding, a lean management tool based on daily 10-minute stand-up meetings at a physical board, in their hospital endoscopy department to reduce waste and empower staff-driven process improvement.

KEY POINTS

- Team boarding uses four pillars: local improvement teams receiving support from leaders, a physical team board visualizing all topics and tasks, regular structured communication, and key figures indicating improvement direction.
- Daily team board meetings occur Monday, Thursday, and Friday from 8:00-8:10 a.m., with participants from the endoscopy department; core team meetings and leadership meetings occur on Tuesdays at different intervals.
- Improvement cards are the key tool, allowing any team member to document proposals for improving processes or working conditions; cards are placed on a Kanban board and regularly discussed for feasibility and implementation.
- The speaker reports benefits including enabling everyone to speak up and contribute solutions, dedicating ten minutes per day for problem-solving, and shifting from top-down to bottom-up improvement with visible results.
- The system was rolled out across 72 departments at two hospital sites (36 departments at Lubeck and 36 at Kiel), with initial three-month implementation support from change management.

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