Self Assessment

FOR HOSPITAL GIFT SHOPS

BY LILLY STAMETS, CAHHS RETAIL COMMITTEE
Agenda

. Introduction

. Learning Objective

. What

. Why

. When

. How to Start
Have ever wondered how to assess your hospital gift shop?

Learn what a Gift Shop “Self Assessment” is and how to use it.

Apply the knowledge of getting started using the CAHHS Hospital Gift Shop Profile Questionnaire.

Differentiate between what works and what doesn’t work by creating an evaluation tool for your Gift Shop that you can share with your hospital leadership.

This session promises not to disappoint whether you are a new or seasoned buyer/manager.
I Understand

4
I Got It!
I understand everything.

3
I Mostly Get It.
I understand most of it, but not all of it.

2
I Sort of Get It.
I am still a little confused.

1
I Don’t Get It.
I don’t understand at all and I am very confused.

Goal
What a Self Assessment is

- Evaluation
- Measurement
- Benchmark
- Dashboard
- Tool
- Comparison
- Test
Why

1. Powerful Personal Development Tool when used correctly

2. Reflection and Self-Knowledge are cornerstones of Leadership Development

3. Others are assessing your Gift Shop and **YOU** anyway !!
When

- Yearly
- Monthly
- Weekly
- Daily
- During Budgeting
# KNOW YOUR NUMBERS
How to Start

- Measurements
- Compare
- Knowing Your Numbers
- Use a Checklist
- SWOT
- 5 - S
**Contact Information**

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*All fields with an asterisk (*) are required.*
SWOT

- **Strengths** (Internal origin)
- **Weaknesses** (Internal origin)
- **Opportunities** (External origin)
- **Threats** (External origin)
Create a Self Assessment Checklist

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New Year's ORGANIZING REVOLUTION
a place for everything, everything in its place

: Benjamin franklin :
5S

**5S System**

1. **Sort**
   - Eliminate unnecessary items from the workspace

2. **Set in Order**
   - Arrange items so that they are easy to use, find and put away

3. **Standardize**
   - Keep the items and work area neat and clean

4. **Shine**
   - Create a consistent approach to tasks and procedures

5. **Sustain**
   - Make a habit of maintaining the correct procedures

A Common Step in Lean Deployments to Drive Change
Lean Six Sigma Benefit: Increases Efficiency

Before Lean Six Sigma:

1 Doctor = Satisfied Patients

Before processes were improved, 1 doctor could only see 4 patients successfully. Decreased efficiency = less successful patient visits.

After Lean Six Sigma:

1 Doctor = Satisfied Patients

After processes were improved, 1 doctor could see 9 patients successfully. Increased efficiency = more successful patient visits.

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Lean Six Sigma: 8 Wastes

- **Defects**: Efforts caused by rework, scrap, and incorrect information.
- **Overproduction**: Production that is more than needed or before it is needed.
- **Waiting**: Wasted time waiting for the next step in a process.
- **Non-Utilized Talent**: Underutilizing people’s talents, skills, & knowledge.
- **Transportation**: Unnecessary movements of products & materials.
- **Inventory**: Excess products and materials not being processed.
- **Motion**: Unnecessary movements by people (e.g., walking).
- **Extra-Processing**: More work or higher quality than is required by the customer.
# Waste Audit

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<th>How will we know we were successful?</th>
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SMART GOALS
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Goal
I can do this!

I’m getting there.

I need help!
Questions
Thank you

Lilly Stamets, CAHHS Retail Committee