

---

# **GROSS - Getting Rid of Stupid Stuff: removing the non-value adding activities of everyday work**

Initiative Type

Service Improvement

Status

Close

Added

07 February 2020

Last updated

04 October 2023

URL

<https://clinicalexcellence.qld.gov.au/improvement-exchange/gross-getting-rid-stupid-stuff-removing-non-value-adding-activities-everyday>

## **Summary**

Getting Rid of Stupid Stuff - Removing the non-value adding activities in everyday work. The 2019 G.R.O.S.S. Awards is an initiative of the Future Hospital Program for Logan and Beaudesert

---

Hospitals. The concept was based on the Honolulu Hospital, Hawaii, initiative of the same name.

## Key dates

Aug 2019

Oct 2019

## Implementation sites

Logan and Beaudesert Hospitals.

## Key Contacts

Michelle Reardon

1522

[william.vanheerden.ced](mailto:william.vanheerden.ced)

Quality Improvement Stream Lead

Logan and Beaudesert Hospitals

07 28915032

michelle.reardon2@health.qld.gov.au

## Aim

The idea of the project was to prompt staff to really look at their current work spaces, practices and work flow and identify non value adding activities (stupid stuff) they could reduce or eliminate with the help of their key stakeholders, and under the permission of their line manager, using Lean thinking.

---

## **Benefits**

The overall beneficiary was G.R.O.S.S. S.T.U.F.F. (Get Rid of Stupid Stuff - Secure Transfer - User Friendly Functionality) - The introduction of Secure Web Transfer (SWT) to electronically send outpatient letters to GPs. \$40,000 was saved p.a. with no initial outlay as the system already existed.

## **Background**

In high reliability organisations, they continuously seek perfection without ever reaching a "good enough" status - GROSS aimed to support the frontline staff to look within their own environment for things to improve upon.

## **Solutions Implemented**

Gamification of lean was the solution implemented supported by low level Lean based tools and coaching.

## **Evaluation and Results**

21 groups submitted their projects for the GROSS Showcase event. The winner was chosen via a People's Choice poll open for the week leading up to the Showcase. The voting was in two categories - the first was the idea that most met the brief of getting rid of stupid stuff and the second vote was for the idea that would be most likely to spread beyond the initial unit. The entire community of patients, staff and visitors were invited to vote on the winning entry.

## **Lessons Learnt**

Amazing things will be found when permission is given to the frontline staff to remove what they see as non value adding work.

PDF saved 22/11/2024

