Seattle Children’s Research TechBar
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Special Thanks to: Seattle Children’s Hospital, France St-Laurent, Melvin Smith, Zafar Chaudry

Introduction
Seattle Children’s Hospital is aiming to raise the standard of their IT service, starting with a groundbreaking in-person IT support location called the TechBar

Our Goal
• Structure TechBar services for a pilot opening and future growth plan

Compassionate Care
• Care to employees leads to care for patients

Generous Community
• Opportunities for underserved communities

Simio Model
Collect Street Beans data
• Hours of operation
• Typical customer flow
• Year long customer input data

Collect Seattle Children’s IT data
• Service times
• Busy times
• Service offerings
• Ticket distribution

Input to Simio model
• Store layout
• Service time variation
• Customer input variation
• Space constraints

Validate and verify outputs
• Customer flow
• Bottlenecks
• Customers served
• Store hours

Process Flow Chart

Values
Excellence
Compassion
Collaboration
Tech Bar
Innovation
Equity

FMEA
Standard documentation that can continuously be added to
Readily available list for Tech Bar employees/intern to refer to
Helps employees gain an understanding by viewing the process through the customer’s perspective
Being prepared for difficult situations that can arise from customer interactions

Concept Design

Staffing Model

Future Expansion

Clientele Expansion
• General public
• Storefront feel
• Education

Space Expansion
• Larger space
• More employees
• More Tech Bar locations

IT Concierge
• Scheduled services
• Equipment drop off and delivery
• Scheduled education services

Impact
• Maintains and expands Seattle Children’s values for a consistent customer experience

Pioneer people oriented IT support
• TechBar is first of its kind within Seattle Children’s IT services

Possibility for expansion
• TechBar success will lead to more locations and services

Improved IT experience
• Better IT support results in better quality care for patients and faster research

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