

Seattle Children's Research TechBar

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INDUSTRIAL & SYSTEMS ENGINEERING
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Seattle Children's
HOSPITAL · RESEARCH · FOUNDATION

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

Partners



Values



Simio Model

Collect Street Beans data

- Hours of operation
- Typical customer flow
- Year long customer input data

Collect Seattle Children's IT data

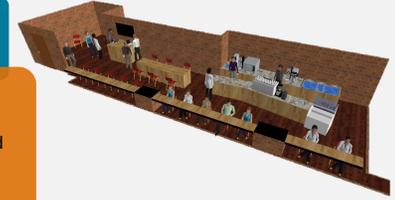
- Service times
- Busy times
- Service offerings
- Ticket distribution

Input to Simio model

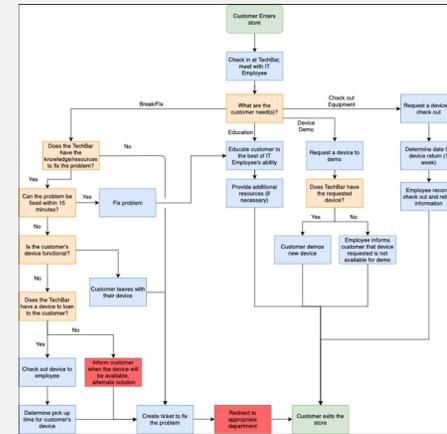
- Store layout
- Service time variation
- Customer input variation
- Space constraints

Validate and verify outputs

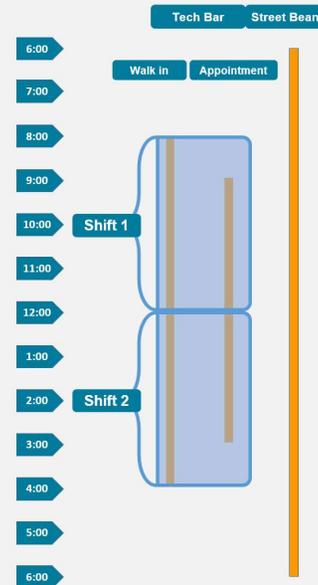
- Customer flow
- Bottlenecks
- Customers served
- Store hours



Process Flow Chart



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

Indices of Performance

Turnaround Time



Calls Per Day



Same Day Resolutions



Net Promoter Score



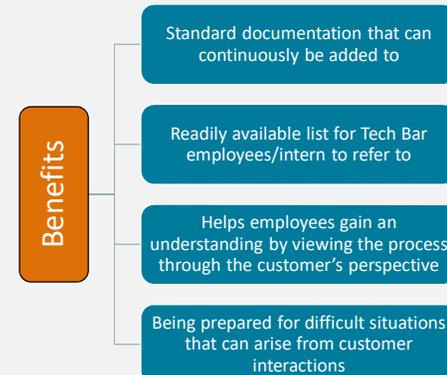
Number of Customers



Standardized Processes



FMEA



Concept Design



Impact

Values driven design

- 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