

February 2015

the Standard

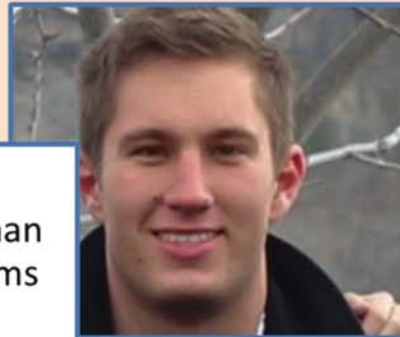
David
Hudson



Christopher
Langley



Jonathan
Williams



Meet your Schulich SOP Students

Growing the Team

This month we are pleased to introduce you to three students from the Schulich School of Medicine, Windsor Program, who will be doing research placements with the SOP team.

Twenty four students applied for the positions. The selection committee felt David Hudson, Jonathan Williams and Christopher

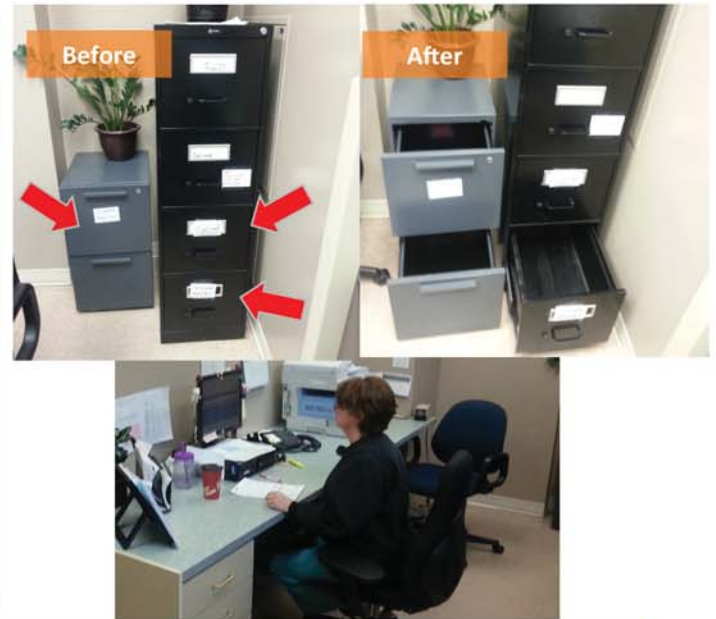
Langley stood out because of their keen interest in improving quality of care for patients in Windsor-Essex.

The students come from varying backgrounds with previous experiences in clinical research, engineering, and primary care health planning.

All three are now associated with one of the current priority projects and will attend weekly project team

meetings to support the ongoing project activities.

SOP Medical Advisor, Dr. Andrew Petrakos says, "The SOP medical student research opportunities will assist in preparing the next generation of physicians in the Windsor community with a valuable set of skills to carry forward as they enter into practice."



Showcasing Progress: The bar graph above shows the amount of time it takes for patients to receive an MRI appointment after their doctor sends in the order. Since the project began, a 70-day wait has been reduced to just 48 hours! As you can see, the cabinets that used to be full of MRI requests waiting to be processed, are now empty.

MRI PATIENTS NOW RECEIVE CONFIRMATION OF THEIR APPOINTMENT DATE WITHIN 48 HOURS

The MRI Wait Times project team is excited to share an update on some recent progress and successes. The four project work-streams (Protocols, Bookings, Day of Exam, & MRI Website) are all busy working on their activities in their subgroups with regular reporting back to the larger project team.

This month the team is celebrating the booking staff's hard work. This work has helped reduce the time it takes to notify patients of their MRI appointments. A 70-day wait is now just 48 hours. The team recognizes that is important to sustain these gains and has implemented daily tracking to help achieve this goal.

The Protocol work-stream is also working on standardizing the next sequence of scans - the lumbar spine Protocol. A structured process is being followed so that the teams can continue the work of standardizing all of the Protocols. The radiologists are meeting to discuss best practices and reviewing examples of images to assist in determining what will be used in a trial that will take place in the coming weeks.

The team is also working on an MRI website and a video for patients to watch to better prepare them for what to expect when they come for their test. Stay tuned for a future link to check out this great work!

Finally work continues on the redesign of the MRI scheduling grid that will enable patients to be booked first-in first-out (FIFO) which means they will be given the next available appointment at either site and allow for central booking of scans in the future.



Cath Lab

Using Plan, Do, Study, Act (PDSA) Cycles to Test & Refine Change

The word of the month in the Cath Lab is PDSA! The team has been using Plan, Do, Study, Act cycles to test and refine a new scheduling grid. The team has learned a lot by collecting data every day on start times, case durations, number of cancellations etc. The team huddles twice a day at 8am and 3:30 pm to discuss the daily activity and the data collected.

One of the first findings from the PDSA cycles for the team is that they require a special process that can be implemented when there is a surge in inpatient volumes and requests. This is needed because when this happens the team needs to prioritize the inpatient demands in balance with their outpatient volumes and requests.

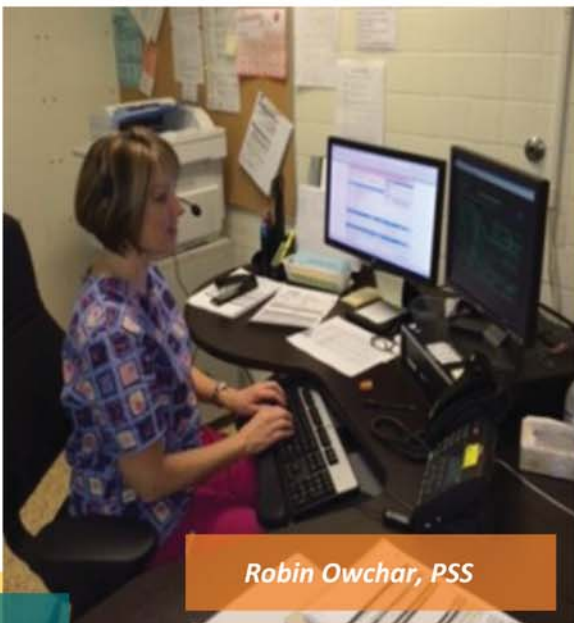
Stay tuned to learn more about the team’s experience using PDSA cycles to test and refine their scheduling grid.



Spotlight on the Lean Tool of the Month—Safety Cross

A Safety Cross helps track daily progress on key patient safety issues. The Med/Fluids project is using a Safety Cross to track incidents of patient harm. This simple tool makes daily progress visible to staff. Simply colour in the dates on the cross green to celebrate success daily and mark days red where harm incidents occur. This chart shows there have been no incidents of harm due to a medication incident so far this month.

	1	2			
	3	4			
	5	6			
7	8	9	10	11	12
13	14	15	16	17	18
19	20	21	22	23	24
	25	26			
	27	28			
	29	30/31			



Robin Owchar, PSS

OR Scheduling

Connecting and partnering with other departments to achieve success

The OR scheduling project team continues to grow as the team learns more about the process and the journey that patients go through when being scheduled for a surgery at WRH.

During the teams process mapping session it was learned that the Pre-Surgical Screening Clinic was an important group to reach out to as they work so closely with the OR Booking Office. The team had also identified that the surgeon’s offsite office staff were key to their process and connected with them.

A large success for the project was when the PSS Clinic requested support to connect with the Joint Clinic at WRO. The Clinic realized that their processes interrelate with the Joint Clinics and they could work together to further improve the patient experience by calling the patient once and booking both the PSS and Joint Clinic appointments on the same day. The team is now trialling this and early feedback suggests the patients are very happy with having both appointments booked on the same day.

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The WRH Pharmacy Team participated in a successful workshop January 21, 2015, to discuss standardizing services and extending hours.



Med/Fluid Incidents

Celebrating a Month of Transformation!

This month the Med/Fluid Incidents team is celebrating a lot of progress and hard work. Many of the project's activities to date have been in preparation for two very important milestones that were achieved in the last few weeks.

The Pharmacy Team held a very successful workshop to discuss standardization within the department and the extension of pharmacy hours. The Pharmacy Team recognizes that by standardizing and extending hours they are more available to support frontline caregivers, and they can play a larger role in the reduction of medication incidents causing harm to patients. A trial will begin in the coming weeks where both the Met and Ouellette Pharmacies will be open from 7am to 11pm.

Another significant milestone in the project this month includes a review and revision of the current Medication Use Policy in place at the Met Campus. A taskforce of five dedicated individuals (Kristi Cecile CPM on 2N WRO, Charlene Haluk-McMahon Pharmacy Medication Safety Coordinator, Trisha Lawson CPM on 8 WRM, Pam Essery Nurse at WRO, and Renee Hamlin Nurse at WRM) came together for five days to discuss and make recommendations for the new Medication Use Policy. The recommendations for process changes and education required to implement the policy have been forwarded to leadership for review.

Did you know it's been 16 months since we've had zero incidents of patient harm due to a medication incident at WRH? The Med/Fluid team is working hard to reverse this trend and is confident the recent changes will go a long way to helping reach the goal of zero patients being harmed as a result of these errors.

Project Contact List

Questions or feedback for the project teams? Please reach out to us!

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