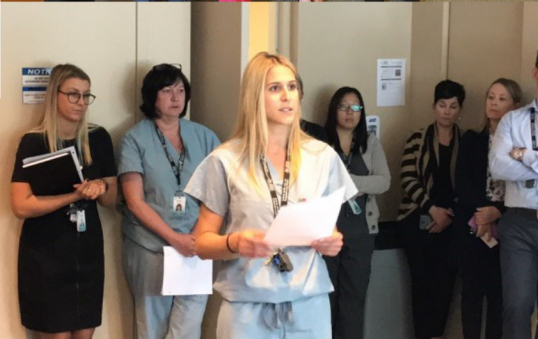


the Standard



BIG PICTURE



THE BIG PICTURE:

One of the main goals of the SOP is to create a foundation of best practices that will eventually dictate the design of a new state-of-the-art acute care hospital .

At the big picture huddle, the teams showcased some of the biggest successes to date.

CELEBRATING SUCCESSES FOR OUR PATIENTS: THE BIG PICTURE HUDDLE

At the end of April, we took time to reflect on some of the great accomplishments that have changed the way patients experience care at Windsor Regional Hospital. We also recognized and acknowledged the work of some of the change leaders at Windsor Regional Hospital.

Highlights from The Big Picture Huddle

included:

- 45 change and improvement leaders graduating with their Lean Six Sigma Yellow Belt distinction
- Patients are waiting less to see the first provider at the Fracture Clinic and Pre-Surgical Screening Clinics
- Patients are waiting less to go from the OR waiting area to the OR room for surgery and physicians are waiting less between cases thanks to the OR Turnaround Time Project
- Patients are coming up quicker when they need to move from the Emergency Room to the ICU
- Looking forward to the future with updates from the Standard Unit, QBP Pathway Improvement and Patient Flow Improvement teams.

REFLECTIONS: Seeing the Big Picture

By Linda Morrow, Director, Learning & Workplace Development

Remember that wonderful Canadian television show called the Friendly Giant which encouraged you to “Look up, look way up”? It was a charming thought, but also an important lesson about being aware of everything around you and the impact. It can be challenging sometimes in the course of a day’s work when we are so focused on completing tasks, to think about impact and the ‘big picture’. But there is a big picture and it is an exciting one. The recent announcements about the new state-of-the-art acute care hospital will be the pinnacle of all our work related to standardization and optimization, but even now we can see the big picture taking shape.

And just like our patients’ journey, everything is interrelated and connected. This is becoming even more evident in our recent SOP projects. The “big” goal is all about patient experience and outstanding care.

So, time to step back and see what is now becoming increasingly obvious. The work of the Standard Unit, Quality Based Procedures, and Patient Flow Projects are all linked with the goal of creating an outstanding patient care

experience. For example, the work the Standard Unit group is doing on Care Rounds focuses on barriers to discharge and the actions we need to take to move beyond these barriers. This will also help meet the goals of the Patient Flow Program – timely treatment and discharge home. Care Rounds will also have impact on the clinical pathway and patient experience pathway for our QBP project. The information that is shared at Care Rounds will follow the pathway and ensure that treatment follows along the path set out upon admission. The shift to shift process and transfer of accountability bundles are important processes that will positively impact patient flow as well by ensuring that patients are transferred safely to inpatient units and that care providers have the necessary information to take care of the patient.

The SOP projects are all designed with the goal of providing outstanding patient care. The work we are doing today is already having an impact on the patient experience, but the journey is far from over. Continuous improvement is now part of the WRH culture and the processes we are working on today will eventually inform the design of a new state-of-the-art hospital for Windsor/Essex.

What’s Next: Standard Units

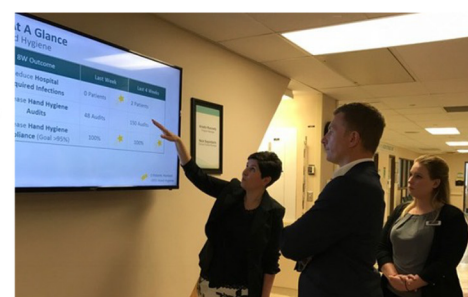
After the successful implementation of standardized tools and processes across the Medical/Surgical Units, the Standard Unit Team will now work with the Mental Health, Emergency and Critical Care Programs. These specialized programs have seen the success stemming from the Medical/Surgical units and are exploring opportunities to the implement best practices from Standard Unit bundles.

The bundles have led to significant improvements for both patients and staff in Medical/Surgical Units. These include organized and efficient work spaces, more time for nurses to spend caring for patients and improved communication between staff and patients.

Team members from next wave of programs are eager to “adopt and adapt” the bundles for their areas. “The goal is to work with SOP to help staff work smarter not harder

while providing the best care for our patients,” says Jennie Trkulja, ER Program Manager for the Met Campus.

Thanks to all those working on the Medical/Surgical Standard Units whose work developing, implementing and testing the bundles will now serve as a pillar of reference, not only for the new programs developing standard work, but also for the Patient Flow and QBP programs.



Kristin Kennedy, Program Manager Neuroscience Program showcases a Standard Unit “Performance Board” to KM&T visitors.

What's Next: QBP Pathway Improvement

The goals of the QBP Pathway Improvement Program are to ensure patients receive standardized and appropriate care based on their diagnosis and are prepared and supported for discharge at the appropriate time.

To help patients understand what they can expect while in hospital and their role in the care plan, the team is launching **“My Care Journey: A recovery guide for patients and their families.”**

The guide provides information to help patients understand and actively participate in their care/ recovery. It will be available in the following formats:

My Care Journey - Ischemic Stroke



Ischemic Stroke (also called CVA)

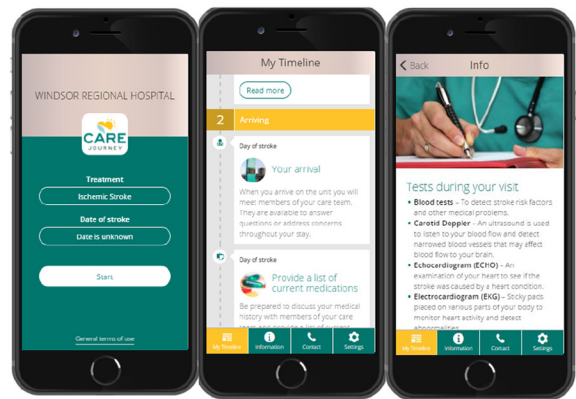
My Care Journey: A Recovery Guide for You and Your Family

- Access the [Ischemic Stroke My Care Journey Brochure](#) (English) provided in hospital.

WEBSITE: A website with additional supporting information about their condition and links to additional resources.



PATIENT BROCHURE: A daily guide for patients. It outlines the expected length of stay and steps patients can take to manage their health and prepare for discharge.



MOBILE APP: An innovative mobile-app to share information with family members away from the bedside – A first in Canada to focus on what to expect during the hospital stay!

What's Next: Patient Flow

After a close examination of the current flow of patients at WRH, the Patient Flow Improvement Program team has identified many opportunities for improvement. During the mapping and validation process they identified 30 potential solutions.

Throughout the months of May and June, the teams will implement “quick win” solutions and try new processes to improve the patient experience. Some examples include:

- Making Vibe, a patient flow tracking software program, available to all nursing staff on units This will enable staff to see how many patients are waiting in the

Emergency Department to come up to the unit.

- Standardizing the policy for determining when patient rooms should be cleaned with nocospray – a special cleaning type that aids in reducing patients’ likelihood in acquiring hospital acquired infections
- Investigating the use of Patient Summary Tools to better share discharge information through Care rounds, shift-to-shift report, and in-room white boards. By leveraging this tool, the patient and his/her care team will all share the most up-to-date information about the patient’s (con’t pg. 4)

Mapping for a smoother admission

Mike Reinkober, Diagnostic Imaging Coordinator is the project sponsor for the patient flow project: Notifying the Admitting Department. Using the Green belt skills he learned in the fall of 2016, he led his team through the mapping process from decision to admit, to bed assignment March 7th. Staff from both campuses attended the mapping session to map out the current state.



Mike Reinkober putting his green belt skills to work at a recent mapping session.

“There was excellent participation, says Reinkober.” “I felt a real sense of eagerness in the room. Although change can be scary it’s always exciting when embraced”. Early on in the mapping session the team discovered a lot of great opportunities to be made.

“I am reminded of the word synergy when two teams come together as one to enact powerful and meaningful change.”

Reinkober looks forward to the future state of the process that will ensure timely access to the most appropriate acute care bed for our patients at Windsor Regional Hospital no matter which campus they are at.

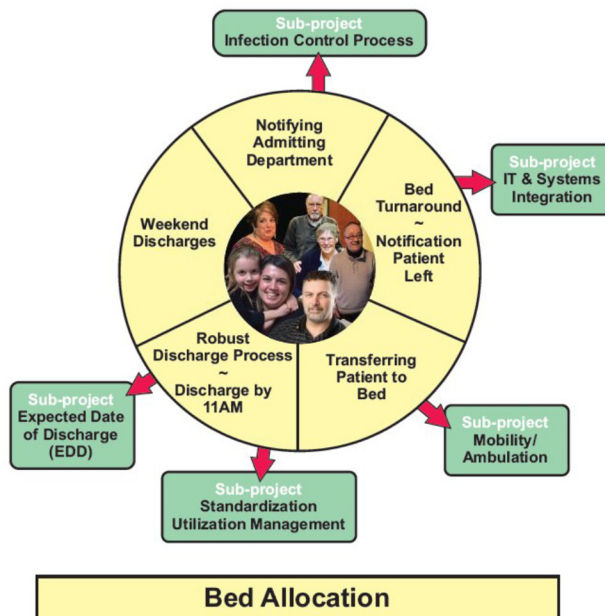


What’s Next: Pathway Improvement

cont’d page 3

progression to discharge.

In addition, the Patient Flow Improvement Program launched five new sub-projects (outlined in the following diagram) to develop specific recommendations for improving the patient flow process. Stay tuned to the Standard and SOP Updates to learn more.



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