March 2015

SOP
Standardization &
Optimization Process

WINDSOR REGIONAL HOSPITAL
OUTSTANDING CARE – NO EXCEPTIONS!

Members of the Cath Lab team studying & adjusting the current grid.

Improved way finding from admitting to the Cath lab.

Cath Lab

A month of learning

As we put new ideas and changes into place, it is important to constantly evaluate them, learn from them, and adjust.

This month the Cath lab team has been evaluating and modifying its scheduling grid that was put into place in January to better meet the needs of patients. In taking a closer look at how the grid was working, the team realized the number of inpatient and outpatient slots wasn't matching the need and requests they received. As part of the 'Plan, Do, Study, Act Cycle' that continues in the Cath lab, the team continues to study how they are doing by tracking the effectiveness of the changes and looking for areas that can still be improved.

Improvements are starting to be seen in the total number of patients having procedures in a week. The number of outpatients who are cancelled on a weekly basis is also starting to improve.

This month was a challenging month for the team as they faced a surge of requests from inpatients in the hospital who required procedures as part of their inpatient visit. This surge highlighted the fact that a process wasn't in place to handle these increases in patient requests. As a result, the team is now developing a protocol to be followed when a surge occurs.

You may also notice a little more colour on the walls at Ouellette Campus. In an effort to improve the way finding for patients, a red line has been applied to walls leading from the Admitting office to the Cath Lab. We'll be watching to see if this helps our patients find us in the basement.

Project Contact List

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

SOP Team:
future@wrh.on.ca

OR Scheduling Project Leads:
Diane.Gouin@wrh.on.ca
Shelley.Persichilli@wrh.on.ca

Cath Lab Project Lead:
Lesley.Borrelli@wrh.on.ca

MRI Wait Times Project Lead:
Michael.Reinkober@wrh.on.ca

Med Fluid Project Co-Leads:
Charlene.Haluk-McMahon@wrh.on.ca

Kristi.Cecile@wrh.on.ca

March 2015

SOP
Standardization &
Optimization Process

WINDSOR REGIONAL HOSPITAL
OUTSTANDING CARE – NO EXCEPTIONS!

the Standard

Med Fluid Incidents Project is Celebrating Zero!

The Med/Fluid Incident Project starts 2015 on a very positive note!

For the first time since realignment, there have been no reports of medication incidents causing harm to patients for an entire month. The team wants to thank all of the staff at WRH for being diligent and providing safe and outstanding care – no exceptions! We understand that one incident-free month does not make a trend, but we are hopeful that this is the start of something very positive.

As we work toward building on this success, it is key that we stay diligent in reporting all incidents and near misses so that we can learn and improve from these experiences.

To celebrate this great achievement, the Med/Fluid Incidents Project Team delivered lifesavers to the units. The lifesavers represent the number zero and are a reminder that this is the number of incidents we continue to strive for as a team.
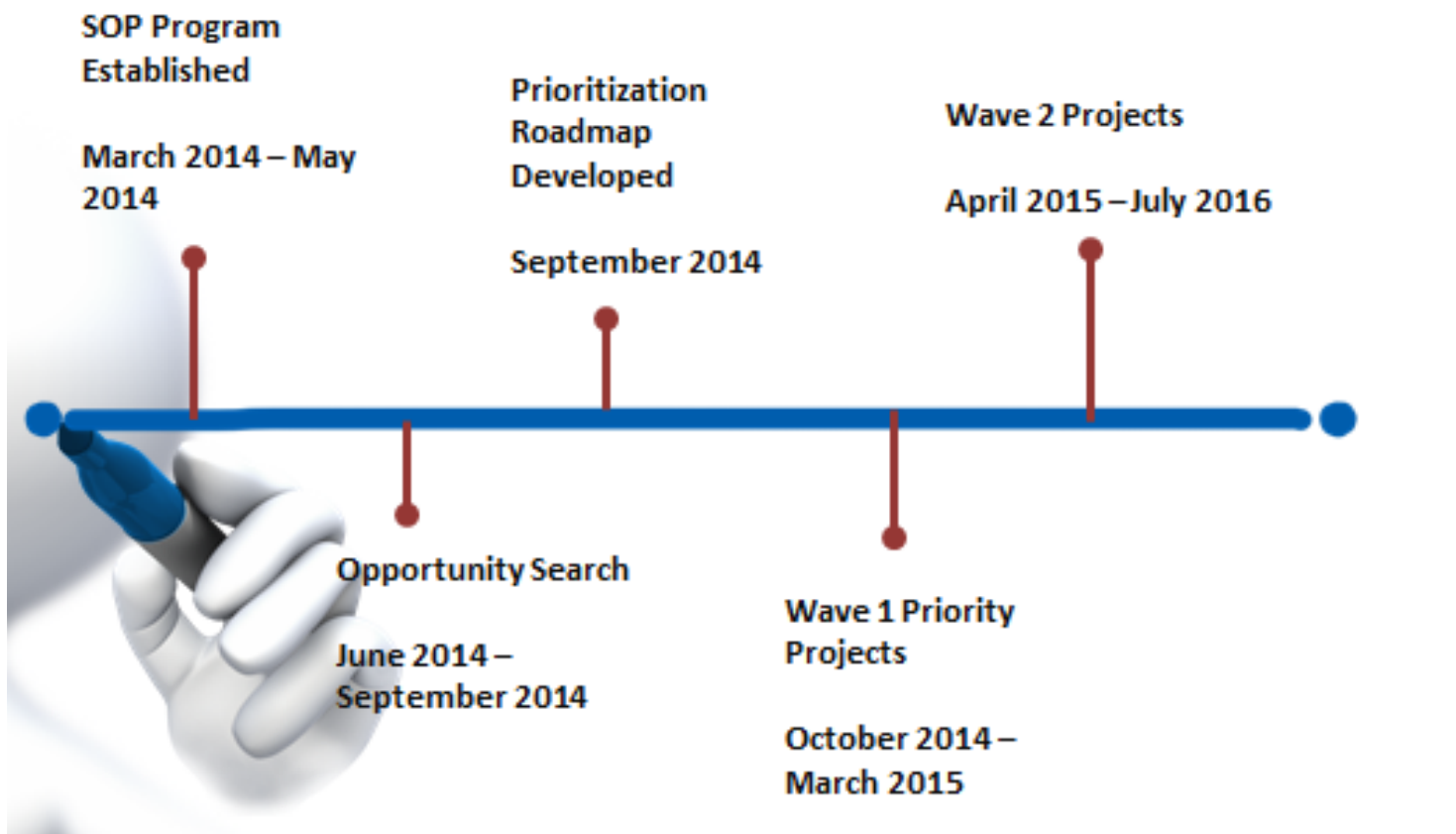
Extending Pharmacy Hours

Our Pharmacy team is excited to announce that as of April 13, 2015 both the Met and Ouellette pharmacies will be open from 7 am to 11 pm to support frontline caregivers and patients at WRH!

A "soft launch" is planned for selected dates in March to test our readiness.

SOP
Standardization &
Optimization Process

WINDSOR REGIONAL HOSPITAL
OUTSTANDING CARE – NO EXCEPTIONS!

KM&T | **KM&T Global**

The SOP Process Timeline

SOP Program Established

March 2014 – May 2014

Prioritization Roadmap Developed

September 2014

Wave 2 Projects

April 2015 – July 2016

Opportunity Search

June 2014 – September 2014

Wave 1 Priority Projects

October 2014 – March 2015

The SOP Process: This timeline shows the SOP program activities to date. Note that although the Wave 1 project supports start to transition to the next wave of projects in April, the projects themselves don't end and the work continues on. SOP is a journey, not a destination!

PREPARING FOR THE WAVE 2 SOP PROJECT LAUNCH!

The SOP Team has been busy preparing for the next wave of SOP projects to kick off. To prepare for this, the team has been developing a 2-day training session where staff will learn and immediately apply hands on tools and techniques to improve the patients experience and standardize services at WRH. The first training sessions are taking place at the end of February and the second sessions in early March.

In addition, the Wave 2 SOP projects are shaping up! Through discussions with front line staff and leadership, we are beginning to define the scope of the next projects and form the project teams. We will be announcing the new project leads next month, but wanted to provide a glimpse into where we'll be working next.

- Operating Rooms
- Pre-Surgical Screening Clinics & OR Booking Offices
- Surgical Indicators

- Critical Care/Intensive Care Units
- Surgical Inpatient Units
- Outpatient Clinics

MRI

Standardizing Image Protocols one at a time

There are some big accomplishments to report in the MRI Wait Times project this month! Radiologists are continuing to develop a process for standardizing image sequences or "protocols" between campuses.

Last month the team celebrated that they were able to add in additional knee MRI's to their scheduling grid as a result of standardizing the knee protocols. Now the work continues as the Radiologists are looking at another high volume common MRI, the Lumbar Spine.

Standardizing this work may sound easy, but it is actually quite a challenge as team members it each campus have spent a lot of time over the years developing a process they feel works best for patients.

In an attempt to standardize, the group has decided to test some new sequences and evaluate those in the coming weeks. This is a big step that will go a long way to improving the patient journey. Nice work everyone and stay tuned for the results!
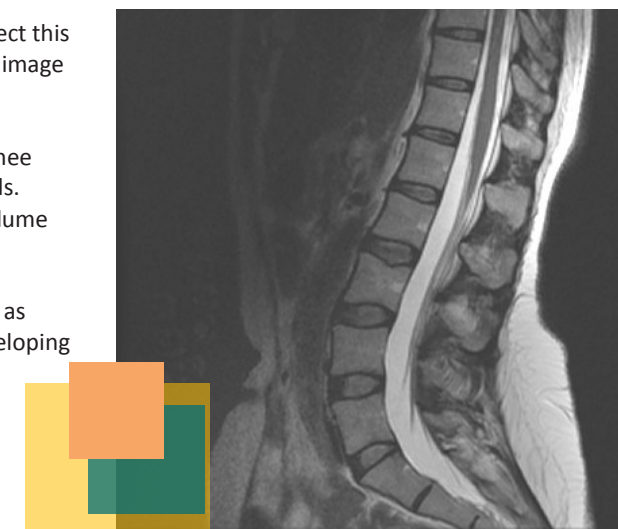
Spotlight on the Lean Tool of the Month - Driver Diagram

A Driver diagram shows how the activities we're working on links to our goals and objectives. This diagram shows how the work the MRI team is completing links to the goals of reducing wait times, standardizing their processes, and improving the patient experience. It's a great tool as it helps us not to get sidetracked and helps us keep to the scope of our project.
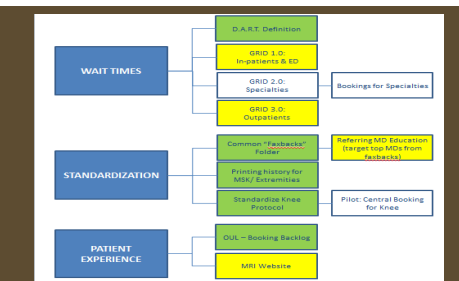
OR Scheduling

Planning for a major technology change

The OR scheduling team is excited to announce that the OR Booking Office will be starting work to implement PHS, an electronic booking system!

In the process mapping session, the team identified significant differences in the booking processes between the Met and Ouellette booking offices and that this was partly because of the different computer systems in place. The team decided that it would be best to standardize the processes and use one computer system instead of 2.

A lot of discussions and planning have been underway since the process mapping to understand if this is possible and if so, when it could be done. Thanks to the project teams hard work the decision has been made to move ahead and implement the software at Ouellette. The really hard work is about to begin as this is no small change! The project team will be working with Transform on this project and are excited to get started.