

the Standard



VALEDICTORY HUDDLE Recognizing our first wave of success!

Before moving to the next round of SOP projects, our teams paused to celebrate some of our biggest accomplishments at a special "Valedictory Huddle" last month.

COO and CNE Karen McCullough kicked off the event telling the crowd of SOP supporters and participants that the initial results of the process were "ground breaking".

Diane Gouin, Project Lead for the OR Booking said her group has satisfied almost all of its main objectives. Wait times are down, patient satisfaction is up and there is a plan to standardize the booking process between the two sites.

"We had a great team and we've made some really great progress for our patients," she said.

Cath Lab Project Lead, Leslie Borrelli, says her team is off to a good start with improved way

finding, an enhanced patient satisfaction survey and a new grid that resulted in fewer cancellations and better use of resources.

"We've done a lot of work and made a lot of improvements," said Borelli, "but there is still more to do."

The MRI Wait time group celebrated a downward trend in wait times and a significant reduction in the time it takes to notify patients about their appointments – from 70 days to 48 hours. The team also has an improved web site and common protocol for knees.

"It's no easy task dealing with change. We learned everyone has to have an open mind to see the benefits of that change," said project team member Claudio Pullo.

Increased pharmacy hours were celebrated as a significant improvement for the Med/Fluid project, as well as additional stocking of the Pyxis machines and new arm bands that allow for more accurate patient identification.

Project Co-Lead, Charlene Haluk-McMahon said this process taught her there isn't always a right and wrong way of doing things. "But with calm,

thoughtful discussion, there is an optimal way."

The patient representatives, whose experiences helped the teams develop their goals, were invited to the huddles to see how their contributions have helped.

"The fact that my voice was heard and the fact that they were able to make the changes, that's fabulous," said Martha Marks, patient representative with the MRI Wait Times project.

"That's what it's all about, making it better for someone else," she said.

During the afternoon session, CEO David Musy noted these successes will have a cascading effect throughout the hospital as the project expands.

"Being first out of the gate is tough. All eyes are on you," he said, "You have really set the tone."

With the next set of projects now underway, leaders from the first round of priority projects are well positioned to act as mentors to the next batch of leads.

Congratulations everyone! We are looking forward to your continued success.

INTRODUCTION TO OUR WAVE 2 PROJECT LEADS



Wave 2 SOP Projects Contact List

OR Turn Around Times Project Co-Leads:

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Outpatient Clinics Project Co-Leads:

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Critical Care Project Co-Leads:

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Surgical Inpatient Project Co-Leads:

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Wendie.Turnbull@wrh.on.ca

OR Scheduling Roll out, OR IT Systems, and PSS Project Co-Leads:

Diane.Gouin@wrh.on.ca
Robin.Owchar@wrh.on.ca

As part of the transition into Wave 2, our regular Friday huddles will soon include the Wave 2 project updates. This will create opportunities for the leads to collaborate and see the progress of other projects. Here is list a list of the Wave 2 Projects and their respective leads:

OR Turn Around Times Project:

- Christine McDonough
- Michelle McArthur

Outpatient Clinics Project:

- Jennifer Williams-Crew
- Anne Marie Herlehey

Critical Care Project:

- Denise Deimling
- Loretta Gallo

Surgical Inpatient (Standard Unit) Project:

- Pam Essery
- Wendie Turnbull

OR IT Systems and PSS Project:

- Diane Gouin
- Robin Owchar



Please join us in congratulating your colleagues on their appointments as Project Co-Leads for the Wave 2 SOP Projects!



Cath Lab

Refreshing Scope and Direction for the next 6 months!

Over the past month, the Cath Lab Team has been amending the new Scheduling Grid and adjusted it according to the results of testing on a weekly basis. By utilizing this approach the team has been able to significantly increase the number of semi-urgent patients seen within the recommended wait time, decrease the number of cancellations and create more consistency in the number of procedures performed on a daily basis. They have also focused on collaborating with the physicians to create different ways to continue to reduce wait times for the semi-urgent patients on the wait list. Time Studies conducted in the Cath Lab have been reviewed, and the Team is refreshing its POD and Master Schedule to reflect new objectives that will be pursued in order to increase the standardization of the work across the program, including processes that integrate the team with supporting areas.

Med/Fluid

Praises following the launch of Pharmacy extended hours!

The Med/Fluid project team has had an eventful month with both the launch of The Pharmacy Departments extended hours as well as the roll out and implementation of components of the CMAR Policy. On April 13th the Pharmacy Department officially launched their extended hours. The Pharmacy Department is now open from 07:00—23:00 Monday to Friday with regular weekend hours. The feedback from the organization has been fantastic and immediate improvements are being seen in the project data. Pyxis machine overrides have already decreased by over 50%! The team would also like to thank all of the staff who supported the roll out and implementation of the new CMAR policy and those who helped prepare their teams for the new CMAR format and time changes on April 8th. Everyone rose to the challenge and the transition went very smoothly!

OR Scheduling

OR Scheduling Team Welcomes New Member!

The OR Scheduling Team is excited to announce a new project team member, Shannon Nicholls! Shannon will be bringing her IT experience to the project by leading the implementation of PHS, a software system that will allow both campuses to schedule patients in the same manner. This is a large step towards the standardization between our two campuses. Welcome, Shannon!

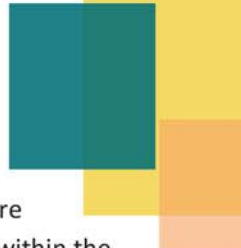
The team is also excited to celebrate the progress and a trend in the right direction in the wait time for Total Knee Replacement surgeries. The team members are thrilled to have reached their target wait time for the month of March and will be looking to see if they can sustain this improvement over the next several months.

MRI

Getting ready to launch the new grid!

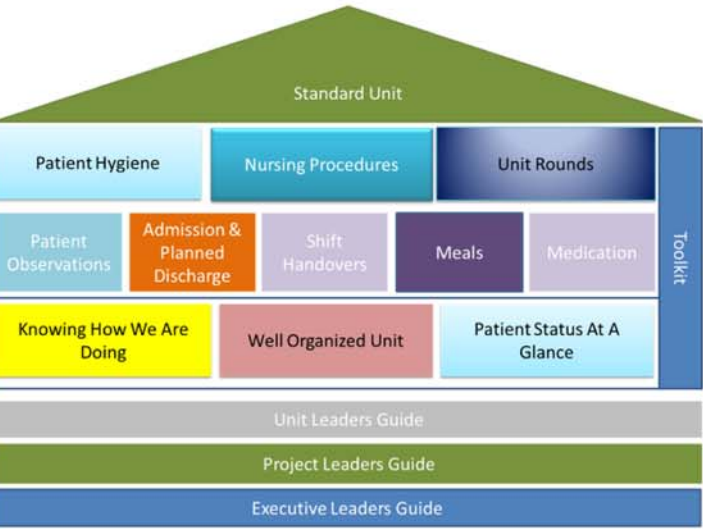
In the last few weeks the work within the MRI project group has been focused on building a standard booking grid for both campuses. The grid has been completed, circulated for feedback, revised and is scheduled to go live May 4th. The new grid format not only creates a common standard practice for both sites, but is also tailored to suit the needs of the Windsor community.

Another area of focus has been in finalizing the content for the MRI website that will help patients through their journey of receiving an MRI. Content of the site includes way finding and day of exam videos to help improve the patient experience.



Adopting Best Practices from Around the World: The National Health Services (NHS) Standard Unit Approach

Increasing patient care time through the Standardization and Optimization of processes in Surgical Inpatient Units



As part of the Wave 2 projects we will be standardizing care across individual units. The goal is to improve processes within the units to enhance overall safety and efficiency. This in turn frees up the unit care team to spend more time providing patient care.

As you can see from the diagram outlining the National Health Services Standard Unit Approach, the scope of this type of project is quite large. Standard Unit offers a systematic way of delivering safe, high quality care to patients across the hospital.

Standard Unit is delivered in a series of modules. Each different coloured block in the diagram represents a module. As in the diagram, these modules build on each other and offer a solid foundation for the Standard Units. Each of the modules is grounded in improvement principles and designed to help the unit team identify gaps and opportunities

for improvement. This helps set parameters for the project. The implementation of each module is supported by measurement of the process and outcomes. This allows the teams to better understand the relationship between the quality and consistency of carrying out unit processes on overall patient outcomes.

When used in other hospitals this model has resulted in calmer units, increased morale, better connections between care providers and overall better patient experiences.

Reflections on the Priority Projects to date from our most important team members, our patients.



"That's what it's all about, making it better for someone else."

Martha Marks



"Knowing my contribution made a difference made me feel like they heard me and I was part of a team."

Dan Howlett



"I was wowed by this whole process. It was exciting, overwhelming and I learned a lot."

Christine Halik



"I truly believe that the intent is to never harm a patient. With these changes being made, we are definitely working in the right direction to never have any issues."

Diane Marley

Priority Project Contact List

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

SOP Team:
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