

the Standard



Saving a Trip for Our Patients!



Visit # 1

Visit # 2

Patients are no longer required to “take two numbers”, during two separate visits. By combining appointments, total joint patients are only coming to the hospital for one single visit.

By eliminating the Total Joint Clinic visit, each patient saves 300 steps. Multiply that by 830 patients per year, and that’s nearly 250,000 steps saved for WRH patients.

Considering that these patients are here due to severe hip and knee pain, each step saved is highly impactful!

Since the trial launch, the PSS staff has continuously improved the Clinic set up to improve patient flow through providers.

Changes include rearranging offices to create an additional patient examination area, creation of an additional phone interview office, and the use of mailboxes to employ visual management of patient flow.

No one likes going to the hospital. Between the parking, the boring waiting rooms, and the typically undesirable nature of the visit in the first place, a hospital is simply no fun. So, when the Pre-Surgical Screening (PSS) SOP project team set out to merge the Total Joint Clinic into the PSS Clinic, the goal was to reduce the number of hospital visits for patients.

On March 1, 2016, the team launched its trial for a one-stop-shop appointment for Total Joint patients who would normally have had two separate visits to be pre-assessed for surgery. Two visits combined into one!

Given that a total joint patient typically sees seven different providers in a PSS Clinic visit, there are many opportunities to reduce wait times and improve the efficiency of the visit.

Next up for the PSS team is to continue to improve the patient experience. They intend to do that by reducing the wait time for the first provider. Currently, patients wait an average of over 30 minutes at the Ouellette campus. The team will look to the Met campus to see how that PSS clinic is able to achieve an average of less than 10 minutes.

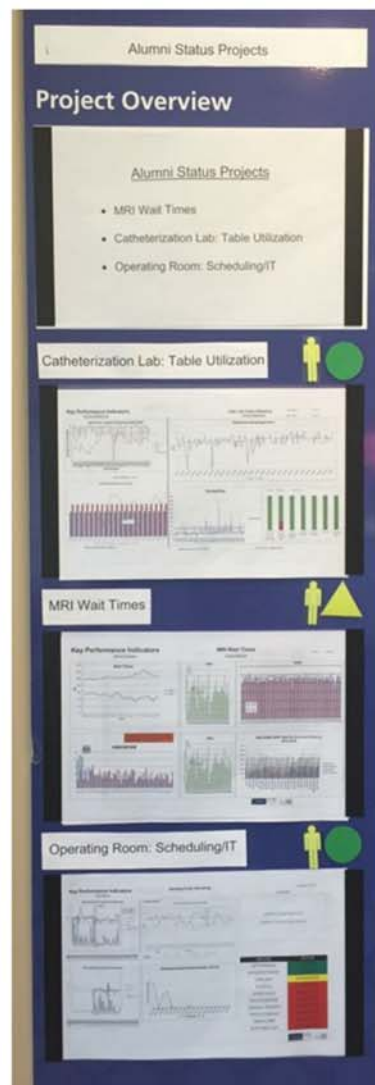
SOP Alumni Day

The SOP Project Leads and Vice Presidents celebrate the achievements of the teams on their movement to Alumni Status!

On Friday April 8th, three SOP projects were celebrated for their graduation to alumni status. This status denotes the fact that the individuals working on the MRI Wait Times, Cath Lab and OR Scheduling teams have acted as leaders and completed necessary training.

These three teams were given the chance to explain how their long-standing goals have come to fruition over the past 20 months.

Ralph Nicoletti, Vice President of Medicine and Emergency Services, spoke to the huddle attendees about the significance of the project leads' graduation to alumni status.



“You have grown, professionally,” said Nicoletti. “You are leaders. Your skills will now be needed for the next projects. We need ingrown experts and that’s what we have here.”

The hard work of these teams has proven to be an asset in improving the hospital as a whole and their status as alumni will help them continue the overall trend of bettering the patient experience at both campuses.

“We are thankful that you have taken the time and put yourselves out there. We are a better organization for it. Our patients will be better served as a result,” Nicoletti said.

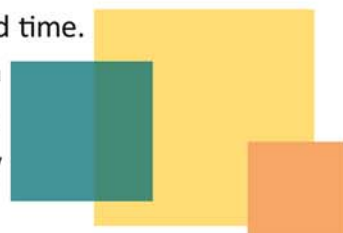
PMO Wall Changes for Alumni!

Now that the Wave 1 projects have moved to an Alumni Status, the SOP team has changed the PMO wall to reflect those changes.

The PMO wall now has a section reserved for the Alumni Projects highlighting their continued work as project teams. With Wave 3 SOP projects coming later this year, this change supports both current and future projects.

All project leads will huddle as usual and at their regularly scheduled time.

The location of the project specific documents has changed to a single column on the PMO walls at both Met and Ouellette Campus'. Looking forward to hearing project updates from the newly accomplished Alumni Teams!



Standard Unit Introduces Medicine Leads

Welcoming Julia Masotti (Left -Metropolitan Campus) and Karla Martinez (Right- Ouellette Campus) as project leads for the Medicine: Standardized Unit project.

As the Medicine portion of Standard Unit launches, the SOP Standard Unit Project welcomes Julia and Karla as project leads. Over the next several weeks the Standard Unit project team and SOP will be working with the two leads to introduce them to the project and provide an opportunity for them to learn from their experience as representatives from Medicine.

The leads will provide the project with direction as front-line nurses as Medicine Standard Unit begins their first “5S” event on 4N at the Metropolitan Campus. Please join us in welcoming Karla and Julia!



Lean Tool of the Month

Standard Work—Supporting Standardization in the Workplace

Waste and frustration in the workplace is often the result of not having clear standards. The first step in standardization is to identify a standard. Following this, the goal is to stabilize the standard through standard work. Standard work supports workplace standards by addressing the following questions:

- Who does what?
- When do you do it?
- How do you do it?
- Why do you do it that way?

Using a lean approach, the creation of a standard work document outlines a set of key steps with visual references that establishes the most efficient and reliable way to carry out a particular process. Unlike long, detailed policies and procedures, standard work documents aim to be one-page and should be visible to those engaged in the process. Through the use of standard work, a baseline for improvement can be established. Finally, the next step is to support continuous quality improvement by looking for ways to improve the standard.

“Where there is no standard, there can be no Kaizen*.” Taiichi Ohno, Toyota Motor Company

* Note: Kaizen = change for better

Positive Patient Experience in the Fracture Clinic!

The Fracture Clinic project team reflects on the noticeable patient experience survey. Patients are noticing the changes and are happy with the results!

Significant changes were made in the Fracture Clinics and we want you to hear what patients have to say, in their own words, about their experience. One way SOP collects patient feedback is through patient experience surveys. The survey below provides an opportunity for patients to voluntarily express their thoughts and feelings during each stage of their visit in the Fracture Clinic.

This particular survey highlights the experience of a patient who had been to the Fracture Clinic multiple times. Historically the patient recalls, "drove in from 'the county' knowing I'd never be seen without a 3 hour wait". The patient continues to reflect on the experience and notes the changes that Fracture Clinic has made, "the wait time was greatly improved since my last visit".

The Fracture Clinic SOP team was able to learn from this patient's story as well as similar stories to make scheduling changes that benefit the patient experience by decreasing wait time. The Fracture Clinic SOP team is delighted that their efforts have resulted in such a positive patient experience!

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Ambulatory Clinics Experience Survey – Please return survey before leaving the clinic Appt. Time: 9:20AM
To Help us improve your wait time and service please Help us track your wait time during your visit at the fracture clinic:

Please circle one word that best describes how you feel at each step of your visit to the Fracture Clinic:

Locating the Fracture Clinic	Registering when you arrive	Waiting to see the Doctor	Waiting on treatment inside the unit	Received instructions on self care	Received follow-up appointment and instructions
Met <input type="checkbox"/> Que <input checked="" type="checkbox"/>					
Informed	Informed	Informed	Informed	Informed	Informed
Relaxed	Relaxed	Relaxed	Relaxed	Relaxed	Relaxed
Respected	Respected	Respected	Respected	Respected	Respected
Comfortable	Comfortable	Comfortable	Comfortable	Comfortable	Comfortable
Worried	Worried	Worried	Worried	Worried	Worried
Uncomfortable	Uncomfortable	Uncomfortable	Uncomfortable	Uncomfortable	Uncomfortable
Angry	Angry	Angry	Angry	Angry	Angry
Frustrated	Frustrated	Frustrated	Frustrated	Frustrated	Frustrated

I feel this way because...	I feel this way because...	I feel this way because...	I feel this way because...	I feel this way because...	I feel this way because...
I HAVE BEEN HERE BEFORE -- WAITED 3HRS TO DISCOVER X-RAY HAD FORGOTTEN ME -- I DREAD COMING HERE !!!	COULDN'T FIND MY APPT. IN THE SYSTEM -- WAS BOOKED AT MY LAST VISIT PRIOR TO LEAVING CLINIC	DROVE IN FROM "THE COUNTY" KNOWING I'D NEVER BE SEEN WITHOUT ENR. WAIT & POSSIBLY BE FORGOTTEN AGAIN	THE WAIT TIME WAS GREATLY IMPROVED SINCE MY LAST VISIT -- X-RAY IN TIMELY FASHION	CLEAR INSTRUCTIONS & INFO IN AN EXPEDITIOUS MANNER	DON'T HAVE TO RETURN