

### 3 North Patients Win

5S making improvements for patients

SOP, along with the Mental Health team, Facilities and Guest Services attended a one day 5S event on Thursday Sept 14th. The Ministry recently mandated that quality based indicators require mental health programs to provide group therapy.



Clorinda, Shelley and Marilyn from the Occupational Therapy Department, helped the 5S Team.

The Mental Health Unit has not been able to meet this quality standard due to ongoing space limitations. During the 5S event, a room within the occupational therapy area, previously used for storage, was converted into an informal gathering space. This area will be used for patients to work together and have group discussions. Kim Helmer Operations Manager for PICU, PAN, and Allied Health said, "The patients and the team will love the room. We can now provide more groups and have the space for them."

The room was cleared by the 5S working team and Clorinda, Shelley and Marilyn (pictured above) from the Occupational Therapy department. They decluttered and cleaned a graveyard of equipment into a warm, welcoming space for the patients of Mental Health.

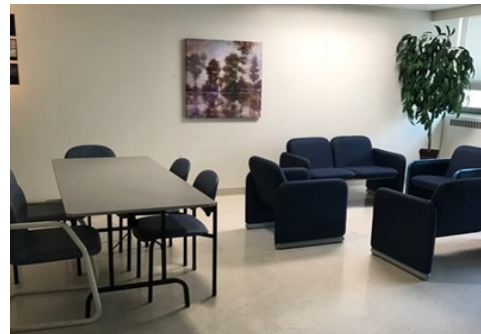
#### BEFORE AND AFTER:

A cluttered equipment room -> a welcoming gathering space.

These images show the team's ability to make great changes for the patients they care for everyday.

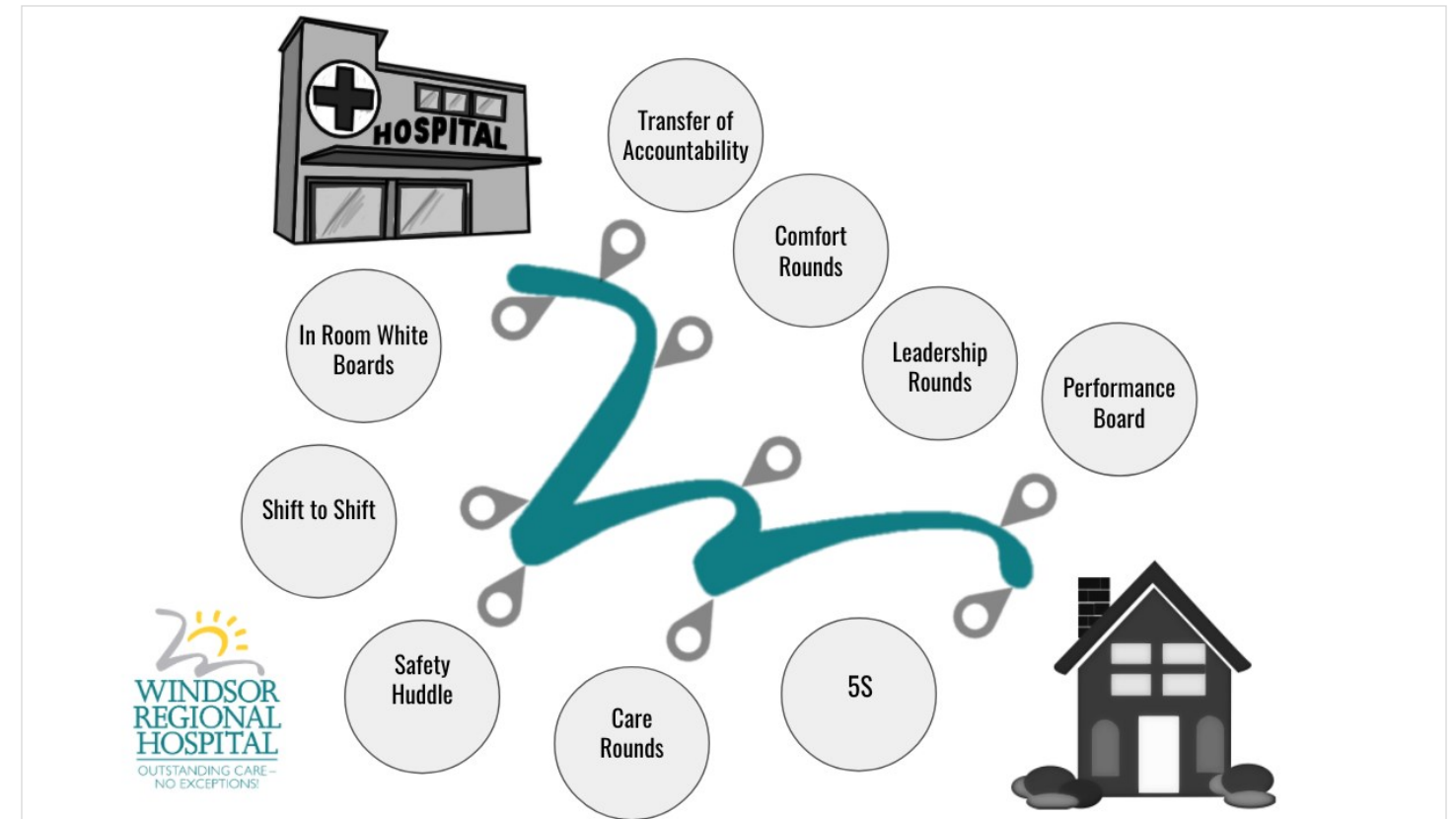


BEFORE



AFTER

# the Standard



PATIENT PERSPECTIVE: We've done a lot of work with Standard Unit bundles at WRH. In this edition of The Standard we'll take a look at some of the benefits and explore what these changes and initiatives mean to our patients.

## Standard Unit Bundles — Mr. Cam Passion's Journey

The journey of a thousand miles truly begins with a single step as WRH moves toward a single-site hospital. The Standard Unit bundles, currently in use on the Medical and Surgical units, have provided the tools making the journey for patients a smooth one while WRH maintains operations on two campuses.

Mr. Cam Passion is a fictional representation of a typical patient. He is a 70-year old gentleman who lives at home with his wife. This morning he was experiencing a low-grade fever, coughing and had trouble catching his breath. He went to the Emergency Department and was diagnosed with pneumonia that required an

admission to WRH for further treatment. Mr. Passion describes his experience as it relates to the standard bundles:

My nurse in the Emergency Department let me know that the doctor wanted to admit me to a medicine unit to make sure I could be monitored while I received treatment for my pneumonia. I heard my nurse talking on the phone to another nurse about me using the "Transfer of Accountability" tool. She took the time to ensure that the care she provided to me was shared and answered any questions the other nurse had.

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## Mr. Cam Passion's Journey

(con't from page 1)

When I arrived on the Medicine Unit, I was brought to my room and the nurse introduced herself to me. Her name was Kathy and wrote it on the **"In Room White Board"** at the end of my bed. She also let me know that Dr. Ray was going to oversee my care and will see me this afternoon if I had any further questions.

Kathy encouraged me to walk as much as I was able to prevent my pneumonia from worsening and told me that she would check on me throughout the day to do **"Comfort Rounds"** to ensure my needs were addressed and to keep me safe.

When my family came to visit me later in the afternoon I was able to give them an update after Dr. Ray let me know he was going to continue my IV antibiotics and ensure I don't have a fever. When they wanted to meet my nurse Kathy, I let them know she was



The result of work done by the Standardized Unit teams has meant nurses can spend more time focusing on patient care.

going to be back to check up on me around 6 pm to do another Comfort Round according to the clock on the whiteboard.

When Kathy arrived, she did an assessment and let me know that Steve was going to be my nurse through the night and said she will tell him all about me at 7pm during their **"Shift to Shift"** report which is when nursing staff from one shift share information about patients with those coming in to start a new shift before they leave for the day.

I met Steven who updated the whiteboard when he arrived and discussed my plan of care. I heard on the overhead speakers that nurses were being called to the desk for a **"Safety Huddle"**. Steven excused himself to meet with his colleagues and returned about 5 minutes later. He explained that Safety Huddles occur to make sure all the nurses working are made aware of any safety issues or concerns on the unit.

After the third day in hospital, I was introduced to Ellen, one of the managers on the unit. She said she takes the opportunity to talk to all patients as part of her **"Leadership Rounds"** and asked me several questions about my care and experience. I commended my nurses for the care being provided and I rated my care a 5 out of 5!

Ellen also let me know that they just completed **"Care Rounds"** and wanted to make sure I was getting closer to going home. From what I understood on my whiteboard, I could go home in 1-2 days. I also let Ellen know that when I was walking around the unit, I saw the TV that was sharing information about the unit I was on and I asked about some of the statistics. She explained that their **"Performance Board"** helps them keep track of how well WRH is doing to keep patients like me safe.

On the day of my discharge I was feeling so much better. My nurse went to get a wheelchair and was back in an instant! He explained that the equipment is always in the same spot as a result of a **"5S"** event that was done last year. A 5S is an opportunity to get organized and clear out any waste. Less time wasted looking for items means more time nurses can spend caring for me!

## WRH My Care Journey

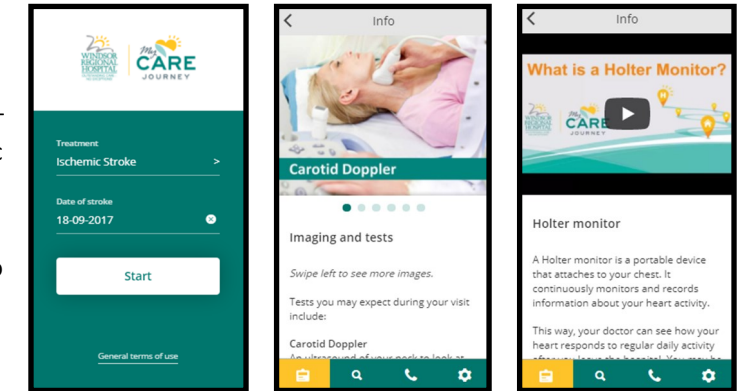
Important information for patients at WRH

The final step in the QBP Pathway Improvement Program is the creation and launch of the **"WRH My Care Journey"** mobile app. This app is customized for WRH patients and provides useful information about a patient's diagnosis, a daily guide to what you can expect while in the hospital, and tips to prepare for discharge.

Available in the app are daily recovery guides for the first 5 diagnoses that are part of Wave 1: COPD, Pneumonia, CHF, Ischemic Stroke and Hip Fracture.

Since mid-September, staff members on 8W has been supporting a pilot launch of the mobile app. A critical component to continuous improvement is feedback from patients and family members.

We are continuing to engage with family members about how to make the content in the app better and more relevant. If you have any feedback, please email [app@wrh.on.ca](mailto:app@wrh.on.ca)



## Never Wasting a Day of Patients' Lives

"I will not waste a day of your life." These words scrolled across the top of the screen on September 7 when a team of Windsor Regional Hospital employees presented best practices learned from a recent site visit at Ipswich Hospital in the United Kingdom. The team set out to learn how Ipswich manages patient care to ensure that today's work happens today. The secret to their success centres around two concepts: Red2Green bed days and a Command Centre.

Red2Green bed days is a program that identifies, tracks, and executes the care that needs to happen today in order to progress each patient's care. Failing to provide such care means a wasted day in a patient's life – a powerful and unwanted consequence. In order to expedite decision making and stay organized with 550 beds, Ipswich hospital centralizes all patient care activity in a Command Centre. The Command Centre is a hub of information, which allows decision makers to make fast and informed decisions about patient placement and care. It also serves as a meeting place for highly-structured and focused meetings throughout the day. These meetings allow leaders to develop and execute plans to progress patient care when barriers arise.

Windsor Regional Hospital will emulate the model that Ipswich uses by creating a command centre at the Met and Ouellette campuses. These command centres will serve as physical loca-

tions where decisions about patient care are made and daily meetings are held to ensure patients are receiving the most value as possible. Additionally, WRH will be implementing a Red2Green program that will improve patient care and improve the focus on reducing the number of wasted patient days. The target date to launch the command centre and new Red2Green initiative is October 23<sup>rd</sup>. Two newly formed teams are already working every day to meet this goal, inspired by the vision of delivering seamless patient care – no exceptions!



WRH Team visited Ipswich in the United Kingdom.