

Friday, April 20, 2018

## Improving the Patient Journey – A Celebration of Milestones

The cafeteria at Ouellette was filled with excitement and celebration on Thursday as WRH held an event to showcase the many improvements that have been made since the launch of the SOP projects. Staff presented highlights about three major SOP projects: Standard Unit, Quality Based Procedures, and Medicine Patient Flow. These projects are helping to improve the patient journey at WRH by:

- Reducing wait times;
- Reducing patient harm;
- Improving communication between patients/families and care providers; and
- Strengthening the patient care processes and workflow that will guide the design of the new acute care hospital.

Those unable to attend can view presentation at: <https://youtu.be/ttdBMxuxzJo>



## Best of Luck Kyle Shafer!

The SOP Team wishes Kyle Shafer continued success as he leaves to become a Change Management Advisor at TransForm. Kyle's background as an Industrial Engineer and his passion for healthcare brought him to WRH in 2015 as an analyst in the Decision Support department before joining the SOP team a year later. You may have seen Kyle facilitating Lean Six Sigma training for WRH staff and leadership, presenting at Hospital Wide Orientation, working with all Quality Based Procedures (QBP) teams, launching the WRH My Care Journey mobile app, or supporting other SOP projects for Patient Flow and Standard Unit. He also served on the Patient Experience Task Force in his "spare time". Kyle's last day at WRH is Friday April 20<sup>th</sup> but he ensures us that our paths will cross again as we continue as partners to improve patient care!

*Have a great weekend!*

The SOP Team

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*Thanks and Good Luck, Kyle!*