

Friday, April 29, 2016

Fracture Clinic: Celebrating Success and Seeking Further Opportunities for Improvement

The Ambulatory Clinics Fracture Clinic Project Team was successful in reaching its target of 100% complete referrals received. This was due to structuring the layout of the form for ease of use, and locating the form in key places where ortho surgeons sign orders. Congratulations!!!

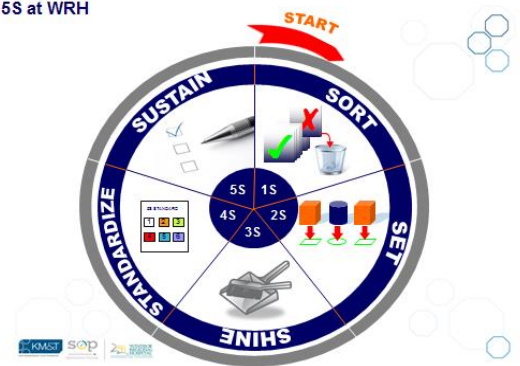


In pursuit of further improvements, the team has uncovered 27 problems that prevent the scheduling grid from working to its' full potential related to patient wait time and physician downtime. Nine of the 27 problems identified require assistance at an organizational level and may be out of scope of the project. The remaining problems are being examined through root cause analyses. In response to the findings thus far, the team has 7 tests of change underway to further reduce wait time for patients!

Standard Unit: 4N Medicine (Met Campus) Preparing for 5S Event

The SOP Standard Unit Project Team has begun working with the Medicine Units at both Ouellette and Metropolitan Campuses. Surgical In-Patient Standard Unit team members collaborated with Medicine representatives for their first combined Standard Unit project meeting which took place on April 19th. The first Medicine Unit that will be participating in a 5S event, which is one of the initial activities set to take place for standardization, is 4N at Metropolitan Campus. Best wishes to the Medicine Team as they begin working towards standardization!

5S at WRH



The image above depicts the various stages of a 5S event : (1) Sort, (2) Set, (3) Shine, (4) Standardize, and (5) Sustain.

Welcoming New Project Leads to SOP Projects

We would like to welcome Daniella Dickens as the Project Lead for the Ambulatory Clinics: Cataracts/Eyes SOP Project Team. Following this Friday's process mapping event, Daniella will help to coordinate, track, and measure the project team's progress as they embark upon their improvement journey!

A warm welcome is also extended to Julia Masotti and Karla Martinez as Medicine Project Leads for the Standard Unit SOP Project Team. Julia and Karla are currently being oriented to the Standard Unit Project and are involved in preparations for their first 5S event on 4N (Met Campus) next month.

Have a great weekend!

The SOP Team

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