

SOP UPDATES

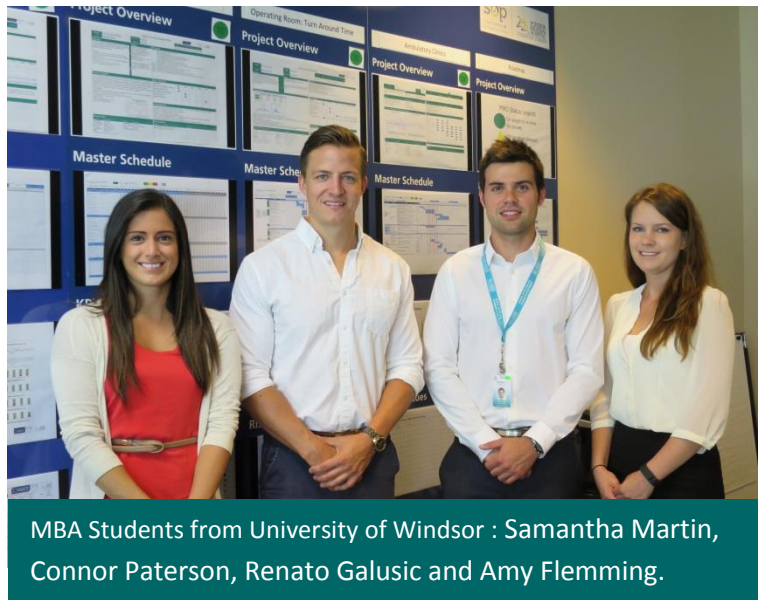
Standardization & Optimization Process

August 28, 2015

Happy Friday!

Growing the Team

This week we have added some energetic MBA Students from the University of Windsor to our team. As part of their course work these four students will be working with our teams to learn what working in a hospital is all about. Please join us in welcoming them to the teams and giving them the benefits of all your knowledge.



MBA Students from University of Windsor : Samantha Martin, Connor Paterson, Renato Galusic and Amy Flemming.

Fracture Clinic Orthopedic Physician Meeting

On Tuesday August 25th we got the Orthopedic Surgeon team together to discuss the clinic project and to get some feedback on the progress to date. There was some very fruitful discussion on how we can improve the patient experience going forward. This was the main objective of the evening so we accomplished what we set out to do.

Video Highlight

Video highlights are a way for us to showcase the work of an individual or department that is helping us achieve the goals of the SOP. This month we are focusing on the important role our patients and staff plays in process mapping.

WATCH: [SOP Video Highlight - Mapping](#)

Have a great weekend!!

The SOP Team

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