

Friday, August 4, 2017

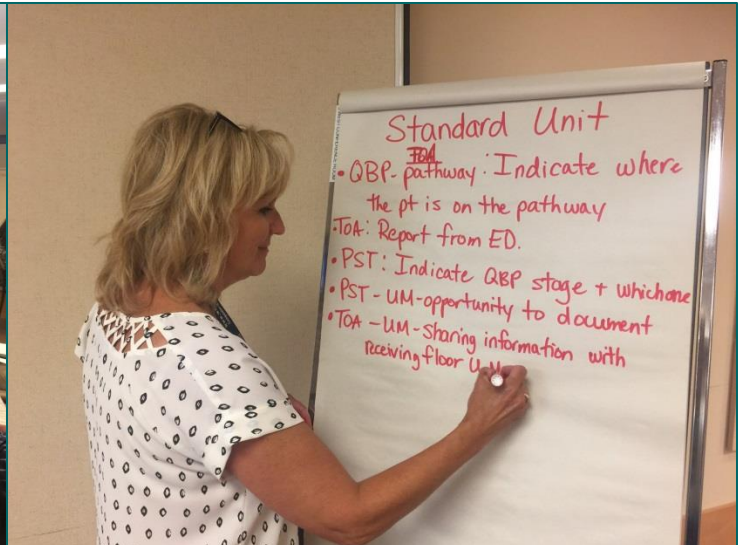
## *Building on the Standardized Unit Foundation*

Two years ago, the Standardized Unit (SU) team started a monumental task of standardizing all units at both WRH campuses. Yesterday, the SOP Standardized Unit team leads met with leaders from different hospital programs to review the work done so far, talk about how the bundles are impacting patient care and how this work will set the foundation for SOP work going forward.

The SU includes 8 bundles (5S, care rounds, in-room white boards, shift to shift report, transfer of accountability, leadership rounds, safety huddles and comfort rounds) that are designed to improve communication and patient safety. These have been rolled out on inpatient medical and surgical units. The team is now working with mental health, emergency and critical care to adapt the bundles for use in those areas.

Yesterday the team discussed some impacts this work is having on patients including increased nursing time at the bedside, increased patient satisfaction and decreased patient falls.

Moving forward, there will be opportunities to use the SU tools to achieve goals in other areas including SOP work in Quality Based Procedures and Patient Flow. "We have done a lot of work on standardization," said Diane Hernandez, SOP Coordinator, "Now we can strengthen the focus on optimization".



*CONNECTING THE DOTS: Part of the discussion at the Standardized Unit Overview included chances to brainstorm opportunities and build on the success of the SU work.*

## *Spring cleaning in Mental Health*

The Mental Health team has been busy preparing for the upcoming 5S events on 3 South (August 9), 3 North (Sept 6) and PICU (Sept 6). With the help of SOP team, Facilities, Guest services and Infection Control, the 5S team will be sorting, setting, shining, standardizing and sustaining the unit. Staff education and staff input sign up sheets have been provided

to 3 South this week and the SOP team will follow with the same information in the next few weeks with 3 North and PICU.

5S is a system to reduce waste and create an orderly workplace using visual management. The overall purpose of the 5S is to increase direct time to patient care and decrease wasted motion searching for items. The SOP team has been doing random, timed activity follows with the nurses this week to get a baseline time study and will compare the results with an activity follow, 2 weeks after the 5S event.

We are looking forward to the upcoming events, sharing before and after photos and hearing feedback from the staff and patients.

Have a great weekend!

The SOP Team

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