

Friday, January 5th

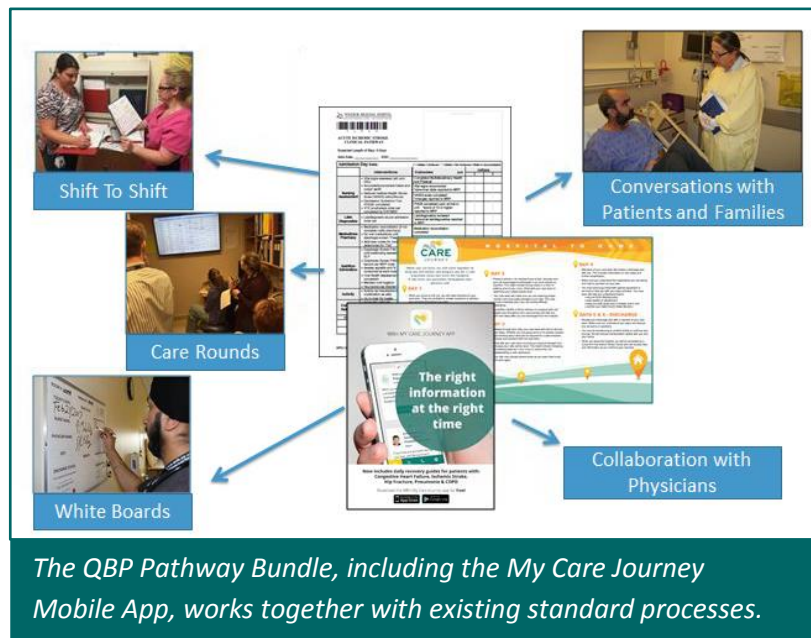
Patient flow observations continuing: Always room for improvement!

Over the last several weeks, the Patient Flow Improvement Team has experienced excellent results. In the spirit of continuous improvement, they are conducting ongoing observations to look for further process improvements.

In order to determine where improvements can be made, team members will continue to visit the ED, Command Centres, and Medicine Units at both campuses to observe Standard Work and touch base with staff. We encourage staff to let us know what is working, and what we can do to further improve the patient flow process for our patients. Please be open and honest with the Patient Flow Team, we are hoping to hear constructive ideas to make things even better!

Completing the circle: Using QBP Pathway Bundles to communicate the plan of care

QBP Pathway Bundles have been in place for 4 months now across the medical and surgical units, helping standardize care and improving communication with patients and family members. Patients with COPD, Pneumonia, Heart Failure, Stroke and Hip Fractures are the first to benefit. The QBP Pathway Bundles work together with existing processes already in place across the hospital, such as Care Rounds and In-Room



White Boards. The patient's plan of care according to the pathway is discussed daily at Care Rounds, with unmet discharge criteria flagged for escalation and follow-up.

Make sure patients and family are aware of their plan of care by completing the circle! The same plan of care on the Clinical Pathway form the plan of care used at Care Rounds. This same information is found in the Patient Experience Pathway booklet, and My Care Journey Mobile App. It should also be reflected on the In-Room White Board.

If you have questions about the QBP Pathway Program, please ask your manager. Helpful resources including Standard Work and Frequently Asked Questions are available at WRHow.ca

Activity follows in January: Med/Surg and 4Medical

Work on Standard Units continues into 2018! Activity Follows are being scheduled for 4 Medical at Ouellette Campus leading up to their 5S event on January 24th. Activity Follows are 1-hour detailed recordings of what activities nurses do and contribute to a snap shot of activities on the unit. Doing this allows us to understand how much time staff spend on direct patient care and exposes opportunities to reduce and/or eliminate “wasteful” activities.

Furthermore, another round of Activity Follows is being scheduled for the Med/Surg units that have been standardized to see what activities have been sustained and will continue to identify improvements for nursing workflow that benefit the patient!

Keep an eye open on your units and welcome those conducting activity follows!

Have a great weekend!
The SOP Team
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Releasing Time to Care
The Productive Ward

Unit: **5N** Nurse Name: _____ Clerk Name: _____

Minute Columns: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15

DIRECT CARE TIME ASSESSMENT
1 Mark Per Minute Column Only

Category	Code & Reason	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
Motion	A Walking																
	B Looming																
	C Collecting																
	D Returning																
	E Other																
Admin (own medicine, non-bed)	A Nurse Station																
	B Computer																
	C Charting																
	D Other																
Handovers	A On unit A/P																
	B Off unit A/P																
	C On unit at bedside																
	D Other																
Medicine Management	A Medicine prep																
	B Medicine stocking																
	C Other																
Discussion	A Own prompt																
	B Unit prompt																
	C Phone own prompt																
	D Phone ext prompt																
Personal Hygiene	A Gown & glove																
	B Hand washing																
	C Hand sanitizing																
	D Clean Equipment																
Patient Flow	A Admissions																
	B Discharge																
	C Diagnostics																
	D Rounds																
Other	A Leadership duties																
	B Break report																
	C Break																
	D Other																
Direct Care (at patient bed or near patient)	A Comfort round																
	B Medicine round																
	C Toileting																
	D Meal set-up and/or feed																
	E Transferring to/from																
	F Medication																
	G Observations																
	H Assessments																
	I Nursing procedure																
	J Hygiene																
K Bed making																	
L Social care																	
M Patient communication																	
N Relative liaison																	

Activity Follows are coming to 4 Medical and the Med/Surg Standard Units!

