

Friday, July 8, 2016

## *Celebrating Success on 4 N*

Last month, the Standard Unit Project Team completed a '5S' event on 4N. The purpose of a '5S' is to create a clean, organized and standardized environment on each unit in order to increase nurses' time at the patient's bedside. In addition, a new process was developed for Care Rounds, capturing all relevant patient information to ensure appropriate care is being provided every day.

Data was collected by conducting Activity Follows before and after the implementation of the '5S' and Care Rounds process. The results show a significant increase - 10% more time is being spent with patients!

Together with the help of management and frontline staff, the project team will continue to work towards a common goal of maintaining organization, cleanliness and standard processes to support more nursing time with patients.



*The staff on 4N (Met Campus) are celebrating their success of a 10% increase of the time nurses spend with patients!*



## *Reducing Urgent ENAP Patient Wait Times by Improving the Referral Process*

The ENAP Clinic SOP Team is focused on reducing the wait time for urgent patients to receive an appointment in the clinic. The team has revised the Referral Form to get better information at the outset from referral sources and will be posting this on the WRH website with additional educational materials for patients and referring physicians.

In the coming weeks, the project team will be visiting with referring hospitals and physician offices to offer a review of both the Referral Form and process to reduce duplication and rework across the system.

### *Eagerly Awaiting a New Addition!*

The SOP Team would like to wish Dayna (Roberts) Eagen all the best on her last week of work prior to entering another chapter of her life – motherhood! In her absence, Rana Allawnha will be covering her leave on the Standard Unit Project.

Good luck Dayna – we can't wait to meet Baby 'Doodlebop'!



*With her due date fast approaching, the SOP Team wishes Dayna (and baby) all the best!*

### *G'Bye Mate!*

This week, the SOP Team bids farewell to Joshua Lomonaco (KM&T Consultant). Joshua has been part of the SOP Team since January 2015. He has worked on many SOP projects that include Medication Process Improvement, Cataract/Eyes Clinic, Fracture Clinic and most recently has been providing support to Standard Unit.

We wish you continued success as you relocate to Australia for a new opportunity with KM&T!

Have a great weekend!

The SOP Team

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*The SOP Team bids farewell to Joshua this week as he has accepted another position with KM&T in Australia.*