

# SOP UPDATES

Standardization & Optimization Process

June 27, 2014

Hi Everyone,

The new SOP team has been busy trying to understand how different parts of the hospital are performing. We are trawling through the hospital's vast data library in order to ensure that what we are being told is backed up by the numbers. The use of this data is an important part of building the picture of where we are at, and which areas would benefit most from the impact of the SOP.

So far we've had excellent participation and some great discussions at our workshops, including two yesterday with members of Surgical Services, OR and medicine services. The results from these sessions will also help us to decide where to start.

With both staff inputs and good data we can be assured that our first steps will take us in the right direction and that other areas and services that we do not tackle in the first phase, will appear later in the SOP plan.

## **Contact Information:**

We now have a phone extension in our Ouellette office, if you need to reach us, we are at ext. 33678.

Alternatively, you can always reach us by email:

**John McKillop, KM&T Lead Consultant - [john.mckillop@KMandT.com](mailto:john.mckillop@KMandT.com)**

**Aaron Newhook, Consultant – [aaron.newhook@KMandT.com](mailto:aaron.newhook@KMandT.com)**

**Craig Hilton, SOP Coordinator - [Craig.hilton@wrh.on.ca](mailto:Craig.hilton@wrh.on.ca)**

**Dayna Roberts, SOP Coordinator - [Dayna.roberts@wrh.on.ca](mailto:Dayna.roberts@wrh.on.ca)**

**Sherri-Ann Franz, SOP Coordinator - [Sherri-ann.franz@wrh.on.ca](mailto:Sherri-ann.franz@wrh.on.ca)**

As always, if you have any ideas you would like to add to Standardization & Optimization discussion, please send them to [\*\*future@wrh.on.ca\*\*](mailto:future@wrh.on.ca).

Thanks everyone for your continued support,

John McKillop, Managing Consultant, KM&T