

Thursday, June 30, 2016

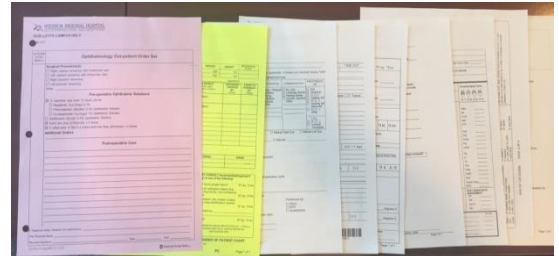
Eliminating Rework – One step at a time.

Imagine this...

You're a patient laying down on a stretcher waiting to be taken into the operating room (OR). You see your chart at the end of your stretcher and notice how every care provider that goes to your chart rearranges each sheet of paper then writes something on it. You wonder to yourself, "Why have 3 people already rearranged the chart, yet I'm still here waiting for paperwork to be done?"

The scenario above captures the frustration from a patient's perspective and is what the Cataracts/Eyes SOP Project Team set out to resolve.

To reduce the amount of time patients wait for their paperwork to be reviewed and completed, the team identified the most efficient order of documents. From this, a standard chart order and package were created. To further support efficiencies, the chart package can be easily ordered by staff and collated by Print Shop with no further rearranging required!



The Cataract/Eyes Project Team has standardized the order of their patient charts, which has decreased the amount of time it takes to locate and complete necessary paperwork.



A new dark purple line and improved signage are helping patients find their way to the Fracture Clinic at Met Campus.

Wayfinding for Met Campus Fracture Clinic Patients

Based upon feedback from patients and family members indicating the difficulty they experience in finding the Fracture Clinic at Met Campus, the project team took action to find a solution.

To help people find their way more easily, a new dark purple line with revised signage can now be found on the Ground Level walls at Met Campus.

This method of wayfinding has been proven successful and is used for other program areas at WRH such as X-ray and MRI. The team will continue to monitor their patient feedback to inform further improvements. Way to go team!

Ortho Patients – Better Prepared for Recovery!

To support ortho patients with their recovery after surgery, the OR Pre-Surgical Screening (PSS) Project Team has been working with their allied health partners to update the *Occupational and Physiotherapy Consultation Note Total Joint Questionnaire*.

The questionnaire requires the patient to assess their discharge destination setting (i.e., height of bed, number of steps, room layout etc.) prior to their PSS appointment. This information is used by the Occupational Therapist and Physiotherapist to customize the patient's post-operative treatment and support plan.

The form is available to patients through their physician's office and via our WRH website under Programs & Services >> Surgery>> Educational Materials.



Happy Canada Day!

The SOP Team

Future@wrh.on.ca



Ortho patients are now able to access an updated version of the Total Joint Questionnaire online to help the OT and PT customize their recovery plan following surgery.