

Friday, March 23rd

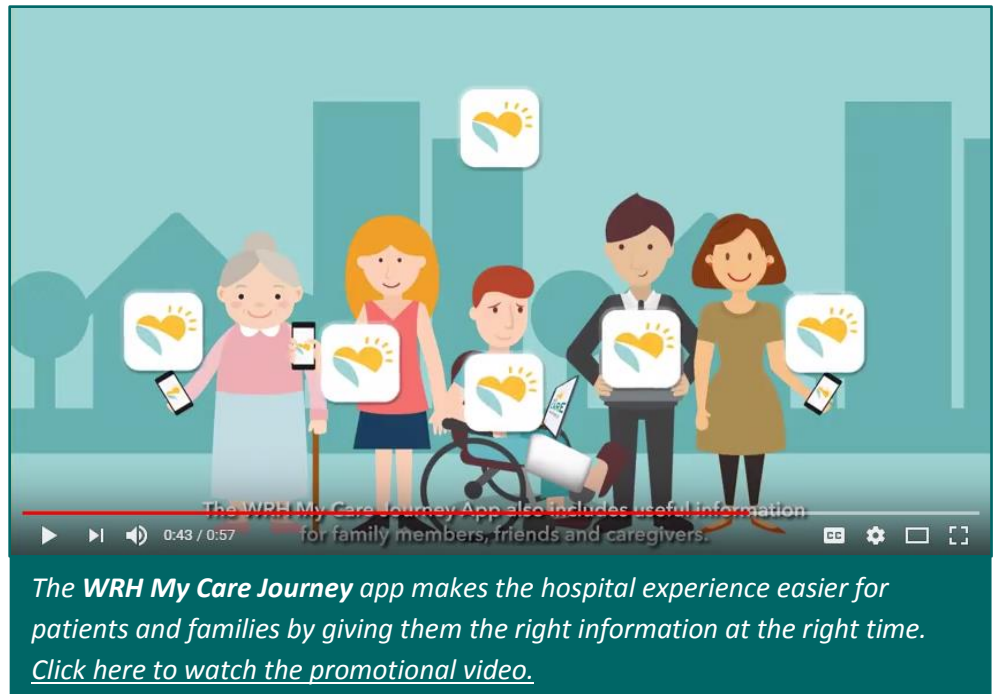
Patient Flow: Moving from observations to action plans

After taking time to observe the processes and Standard Work for the Command Center, Assessment Bays and on the Inpatient Medicine Units, Patient Flow team members have compiled their list of observations and suggestions. An “Impact-Difficulty Matrix” tool was used to prioritize the actions to ensure that those improvements that have the biggest positive impact on the patient experience and outcome measures are worked on first. Stemming from these observations, action plans have been created to further improve patient care by streamlining current processes as part of our continuous improvement cycle.

Some of the improvement actions include: tightening any identified gaps in current Standard Work to ensure more consistent processes and collecting process data where root cause(s) of process gaps needs to be determined. Stay tuned to the SOP Update for more details and the teams work to improve patient experience even further.

Download WRH My Care Journey and enter to win a gift card!

Over 900 patients, family members and staff have downloaded the new WRH My Care Journey mobile app to their phones. As part of the demonstrations at the Met and Ouellette campuses, patients and staff told us how important this new communication tool is to the patient experience. Learning what to expect in the hospital, how to prepare for surgery, and tips for recovery at home can make a sometimes stressful hospital admission and discharge easier.



Remember to download the mobile app and send a screenshot to app@wrh.on.ca to be entered into a draw for a \$100 gift card for The Keg Steakhouse.

Have a great weekend!

The SOP Team

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