

Friday, March 24, 2017

Involving front line staff in the development of QBP Clinical Pathways

Clinical Pathways are being designed for the first 5 conditions that are part of the QBP Pathway Improvement Program. Clinical Pathways are a guide to care, suggesting interventions that should be considered when treating patients with a specific diagnosis, as well as outcomes that should be achieved along the patient's journey towards discharge.

Feedback and suggestions from front line staff are critical to make sure the documents are clear, understandable, and helpful to guide and standardize care. Over the last few weeks front line staff on Medical and Surgical units are being asked to consider draft versions of Clinical Pathways and share their feedback with their managers.

All staff that contribute feedback will be entered to win 1 of 4 Tim Hortons gift cards. If you haven't already, please see your manager, a member of the SOP team, or email future@wrh.on.ca for more information.



Your feedback matters!

Help support the development of WRH Clinical Pathways and you could win 1 of 4 Tim Hortons gift cards

Comfort Rounds refreshing to help meet patient needs

March welcomes spring and brings a "refresh" to Comfort Round training on the Standard Units. The SOP team will be highlighting the evidence based success of comfort rounds to patient safety and satisfaction.

Research has shown that the top 5 reasons patients call for their nurse are to address "the 5 Ps" – Pain, Personal Needs, Position, Personal Items, and Pump. When nurses comfort round every 2 hours or more to deliberately and proactively address the 5 P's: falls are reduced by 50%



- pressure ulcers decrease by 14%
 - satisfaction scores improved by 10 points
 - call light use was reduced by 37.8%
 - nurses walked 1 km less per shift
- (Studer Group's Alliance for Health Care Strategy)*

The patient is introduced to the concept of comfort rounds using their In Room White Boards and nursing staff document on a standardized tool. Lynda Truong, Clinical Practice Manager 8E/8W shares "We love the tool. The documentation is supportive of the care we are providing."



Toodahoo to our Bernie Bluhm!

Over the last eight weeks, the SOP team has greatly benefitted from the presence and knowledge of Bernie Bluhm. Bernie is a consultant from England that has brought years of experience improving the performance of hospitals, particularly around patient flow. It was through Bernie's leadership that the current SOP Patient Flow Improvement Program navigated through the mapping of the current state and laid the foundation for future improvement. Teams will greatly miss her positive demeanor and excellent sense of humor. We wish her well on her journey back to the UK.

Have a great weekend!

The SOP Team

Future@wrh.on.ca