

May 1, 2015

Hi Everyone,

We would like to start off this week's update by introducing our newest SOP Coordinator, Tara Ann Glasgow. Tara Ann is a Registered Social Worker, has an Improvement Advisor Certification from the Institute for Healthcare Improvement (IHI), and experience leading quality improvement initiatives in the Community Care Sector. We are very excited to have Tara joining the team! Tara Ann will be working on the Surgical Inpatient Standard Unit, Wave 2 SOP Project. Please join us in welcoming Tara Ann to WRH.



## **POSITIVE RESULTS FROM PHARMACY EXTENDED HOURS**

The Med/Fluid team is hearing great feedback on the extended Pharmacy hours from staff across WRH. The Pharmacy Team put a lot of hard work into planning and preparing for this shift and their work has paid off. The implantation of the new hours was very smooth and from both staff and patients has been very positive. The Med/Fluid team is also happy to share that there has already been significant improvements in the number of Pyxis overrides as well as medication stock-outs as a result of the extended hours. Join us in congratulating the Pharmacy Department on a job well done!

## **IT'S ALMOST MAPPING TIME**

As the Wave 2 Teams are busy planning and scoping their projects, the word "mapping" has once again become a focus of discussion at SOP meetings. The Priority Projects, 2-day Process Mapping Sessions will kick-off major activities in all of the Wave 2 projects. These sessions define and focus the activities the teams will work through in the coming months. Stay tuned for more information on, and photos from the Wave 2 Project Mapping Sessions.

Have a great weekend, everyone!

The SOP Team

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