

Friday, May 19th, 2017

Patients getting involved in the creation of “My Care Journey: A Recovery Guide for You and Your Family”

Coming to the hospital is often a difficult experience. A past patient shared: “I was really scared. I was scared to talk and scared to ask questions.” QBP Pathway Improvement teams have been working over the last few months to create engaging and relevant information about what to expect during the care journey for patients and their families. Multi-disciplinary teams have all had an input into the content; however the most important feedback comes from our patients and families.

The ‘My Care Journey’ brochure, in draft form, has been shared with over a dozen hospital inpatients and 4 past patients and family members. Their feedback has been extremely valuable in improving the content. Patients are telling us that work is urgently needed and would have helped them during this hospital stay. “I can be overwhelmed with pain and anxiety and this is helpful and easy to understand” said one inpatient. A family member shared, “This is a huge improvement for family members. It is great to see this work”.

Teams are excited to launch this program! Look for more information in the coming months.

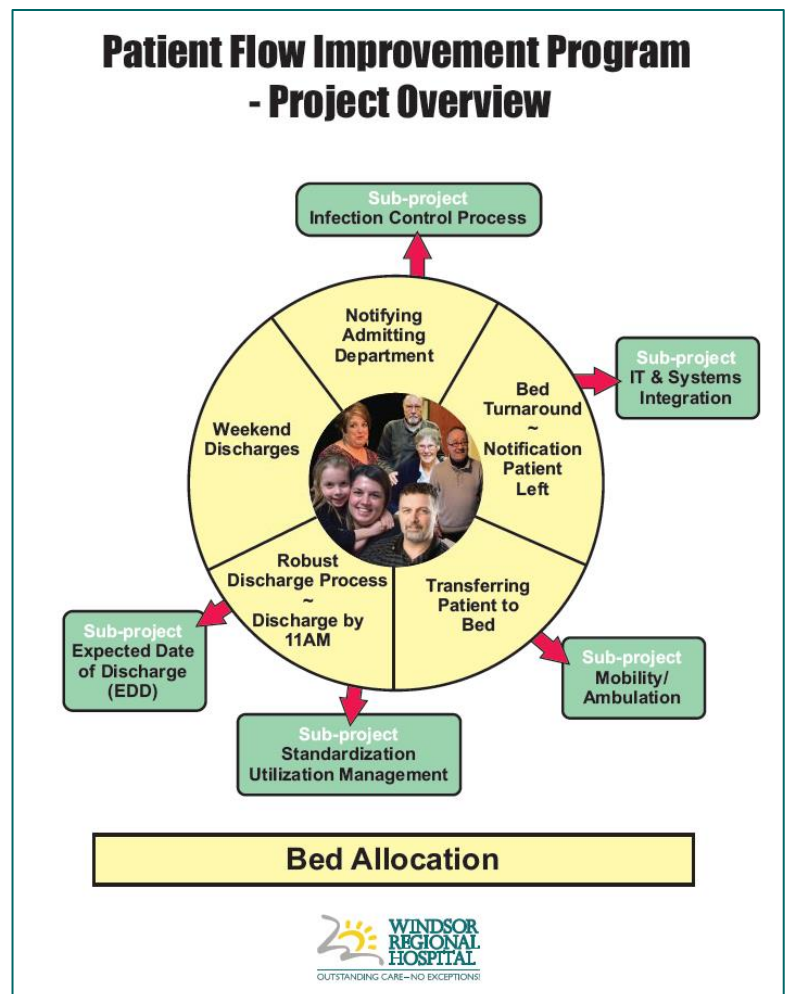
Patient Flow teams expanding to explore opportunities for improvement

The Patient Flow Improvement Program is focused on improving the quality, safety, and experience of our patients throughout their hospital stays. The five SOP projects working on patient flow have found areas of opportunity that are out of the scope of their mandates. To address these areas, five Patient Flow “Sub-Projects” have been created to conduct research on best practices and make recommendations for how the core projects should move forward. These five sub-projects and their respective project sponsors are:

1. Infection Control Process (Lucy Di Pietro)



Robert, Tom, Connie and Roy reviewed drafts of the ‘My Care Journey’ brochures, providing first-hand feedback to shape the work of the QBP Pathway Improvement



2. IT & Systems Integration (Jeff Richer)
3. Mobility and Ambulation (Gina Bulcke)
4. Standardization of Utilization Management (Theresa Morris)
5. Expected Date of Discharge (Janet Johnson-Reddam)

Have a great weekend!

The SOP Team

future@wrh.on.ca