

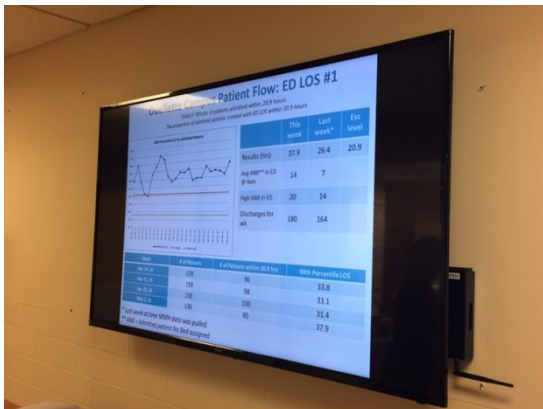
Friday, May 27, 2016

Reducing Wait Times for Patients Through Pre-Registration

Patients at the Ouellette Campus Fracture Clinic are experiencing a 13.2 minute reduction of wait time! Patients are no longer experiencing unnecessary delays as their charts and x-ray orders are entered prior to their arrival in the clinic. The project team continues to work hard to find further ways of improving service flow and patient experience. Way to go!



A significant decrease in wait time has been achieved by pre-registering patients prior to their arrival in the Fracture Clinic (OUEL).



4N Performance Board (Met). Shows patients, families and staff how the organization is performing.

How are we doing? Being transparent with our data!

As you walk around the in-patient units at the campuses of Metropolitan and Ouellette, you may notice something new!

As the Standard Unit Project rolls through Surgery and Medicine, units are each receiving an Electronic Performance Board which currently displays the organization's Monday Morning Huddle information. This allows for patients, their families, and staff members to see:

- What are we focused on?
- How are we doing?
- What are our plans for improving?

Stop by 4N at Met to see this board in action!

Coming Soon... Operating Room Pre-Surgical Screening (OR PSS) Mapping Session

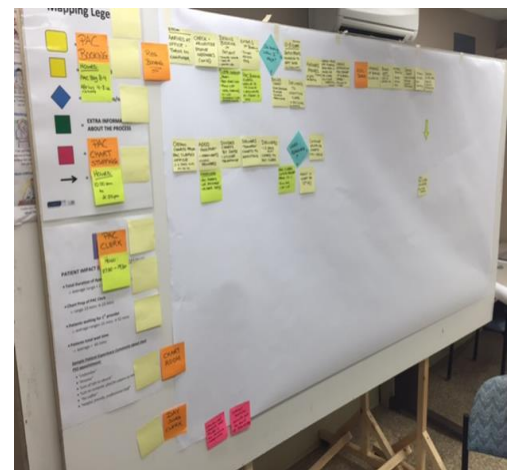
On June 2nd, the OR PSS Team will be participating in a mapping session to help identify improvement opportunities associated with chart preparation to reduce wait times for patients at the Ouellette Campus.

The team is looking forward to designing a future state that supports an efficient and streamlined process.

Have a great weekend!

The SOP Team

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To allow maximum time to develop a future state, the OR PSS Project Team is creating a current state map. Swim lanes are being used to clearly view each role in the process.