# Leadership Round Results shared at the Monday Morning Huddle

Managers on all inpatient units conduct leadership rounds weekly. Leadership rounds are a scheduled and structured activity that is conducted by the Operational Manager and/or Clinical Practice Manager. The purpose of the leadership round is for the nursing leader to personally ask patients about their hospital stay. The managers use talking points outlined in standard work such as, their overall hospital experience, staff responsiveness, communication, corporative initiatives, and while they are with the patient they are conducting an environmental assessment. Feedback from the patients is documented by the nursing leaders and is used as an opportunity by the leader to acknowledge staff that the patients have identified as being outstanding, and to be able to develop a service recovery plan if one is necessary, when patients are not satisfied with their experience.

As of this month Leadership round results per unit are now being shared at the Monday Morning huddle. Patient satisfaction scores can now be shared in real time.

Every Monday morning the leadership team gather to share a patient story, quality and safety metrics and discuss action plans for units identified to be a hotspot.
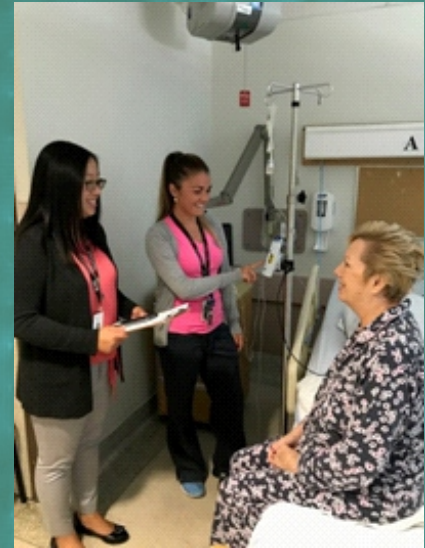
Linda Truong, OM Courtney Sibbeck, Nurse Rosemarie Cazabon

Patient Flow Metrics Report - Medicine Only

Targets are set as 20% improvement since Oct 23rd launch, exceptions include: ALC, DC by 11&14 where corporate targets already existed

Reporting for the week of August 31, 2018 - September 6, 2018					Met Campus			Ouellette Campus			Results YTD Aug 1-31st
Metric	Lead	FY 16/17	Goal	Target	This Week	Last 4 Weeks	Since Launch (Oct. 23/17)	This Week	Last 4 Weeks	Since Launch (Oct. 23/17)	Improvement Since Launch for August
Admit to Bed Times (in hours)*	A - Janice N.	11.0	0	M: 3 O: 5	3.5	2.6	3.4	5.5	4.2	6.4	Admitted patients wait 6.1 hours less for an inpatient bed
# of Patients Beyond EDD by 5 Days or More (avg. per day)†	D - Kathleen M. / Marie C.	N/A	0	24%	50 out of 122 (41%)	45 out of 122 (37%)	35 out of 122 (29%)	47 out of 126 (37%)	49 out of 126 (39%)	38 out of 126 (30%)	Met: 5 more patients beyond EDD >5 avg./day Oue: has 6 more patients beyond EDD >5 avg./day *4 week average - since Oct 23,2017
# of Patients Admitted Off Service (total for the week)***	N/A	38	0	M: 3 O: 4	9	5	3	3	5	5	34 less patients admitted off service
# of ALC patients (avg. per day)	D - Kathleen M. / Marie C.	M:18 O:30	0	M:18 O:26	12	12	13	17	16	21	M: 5 less alternate level of care patients/wk O: 9 less alternate level of care patients/wk
# of Admit No Beds (avg. per day at 7am)	A - Rose D.	M:8 O:16	0	M:2 O:3	0	0	1	3	2	3	M: 7 less admitted pts without a bed at 700 O: 13 less admitted pts without a bed at 700
Discharge by 11:00	D - Monica S.	M:31% O:16%	32%	32%	36%	34%	32%	15%	26%	17%	D/C 11:Met 1% increase, Oue 1% increase D/C 14:Met 2% decrease, Oue 4% increase
Discharge by 14:00	D - Monica S.	M:72% O:54%	70%	70%	65%	73%	70%	61%	64%	58%	
Weekend Discharges (daily avg. # discharged on: Weekdays/Sat./Sun.) (% discharged Weekday/Sat/Sun)	D - Dr. Seski	M:13/7/6 O:13/8/6	TBD	TBD	11.6/4/7 100%/34%/60%	11.9/6.8/6.3 100%/57%/53%	14.0/7.3/7.3 100%/52%/52%	13.8/6/5 100%/43%/36%	15.7/10.3/5.0 100%/65%/32%	16.3/9.3/7.0 100%/57%/43%	M: Sat remains the same/Sun 1 increase in patient discharges O: Sat 1/ Sun 1 increase in patient discharges *Improvement since FY16/17
# of Patients to Assessment Bays (medicine only)	A - Emily C.	N/A	100%	100%	55 out of 60 (92%)	258 out of 277 (93%)	3212 out of 3397 (95%)	47 out of 53 (89%)	197 out of 216 (91%)	2180 out of 2483 (88%)	M:95% of pts in assessment bays (since launch) O: 88% of pts in assessment bays (since launch)
# of Grey Days (weekly total, weekly avg. for last 4 weeks, weekly avg. since data collected)**	TBD	NA	0	TBD	1(1)	1	4	3(3)	3	13	

†Data source changed from Care Round Boards to Medworxx on July 20th, 2018

*This metric measures how long a patient waits from the time the decision-to-admit is made in the Emergency Dept. to the time the patient reaches the bed. This includes bed cleaning and availability.

**Total # of grey days for current week displayed, with the # of impacted patients in brackets. 4 week weekly avg. and weekly avg. since start of data collection also displayed.

***As of March 2017, this metric does not include overflow areas 524 & 7

Welcome Don St. John, MBA student to the SOP Team

We are excited to welcome Don St. John, an MBA student from the University of Windsor to the WRH SOP team. Don is an RN who has worked in Telemetry and ICU at the Ouellette Campus, and currently works at Henry Ford Hospital in Trauma/Surgical ICU. He also teaches 3rd Year University of Windsor nursing students on 7West at the Ouellette campus. Don is currently working towards his MBA with a concentration in Health Care Management.

He will be working with the SOP team on various projects throughout the next few months. Don is excited to join the WRH SOP team to further enhance the department by utilizing his nursing and research background. He has always been interested in hospital operations, and how the different departments work together. He is particularly interested in making processes more efficient resulting in positive patient outcomes.

If you see Don in hallways be sure to say hi!

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