

SOP UPDATES

Standardization & Optimization Process

Friday, September 15th, 2017

Met Campus Emergency Department 5S: When too much isn't always a good thing

On September 12th, the Met Campus Emergency Department took part in a large scale 5S event. The team consisted of front line nursing staff, environmental services, unit clerk, unit aids, leadership, porters, facilities, and SOP team members. During the event, staff members worked to Sort, Set in order, Shine, Standardize and Sustain. They removed expired and overstocked supplies from the unit. Having too many supplies can lead to expired products and waste!

Thank you to everyone who assisted during the event. We look forward to seeing your improvements sustained over time.



Emergency Department Staff at Met Campus "5S" their area and address overstocked areas!

WRH My Care Journey Mobile App being trialed with staff and patients

The My Care Journey app is another way to provide patient information as part of the existing QBP Pathway Bundles. During focus groups, patients have told us it is hard to remember information they receive after they are admitted and often have additional questions about their care plan and diagnosis. The app will give the patients answers to the questions they need right at their fingertips and will allow family members and caregivers to have easy access to the same information.

Starting next week, staff on 8W will be receive education about the app. A coordinated trial will take place to inform patients that have experienced an Ischemic Stroke, and their family members, about the app and ask for their feedback to make the app roll-out better.

WRH MY CARE JOURNEY APP

The right information at the right time

Now includes daily recovery guides for patients with:
Congestive Heart Failure, Ischemic Stroke,
Hip Fracture, Pneumonia & COPD

Download the WRH My Care Journey app for free!

Available on the App Store | Get it on Google play

Another Green Belt graduate at WRH!

Congratulations to Jim Robson from the Finance Department who recently received his Lean Six Sigma Green Belt Designation. Congratulations Jim!

Have a great weekend!

The SOP Team

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