

Friday, October 26, 2018

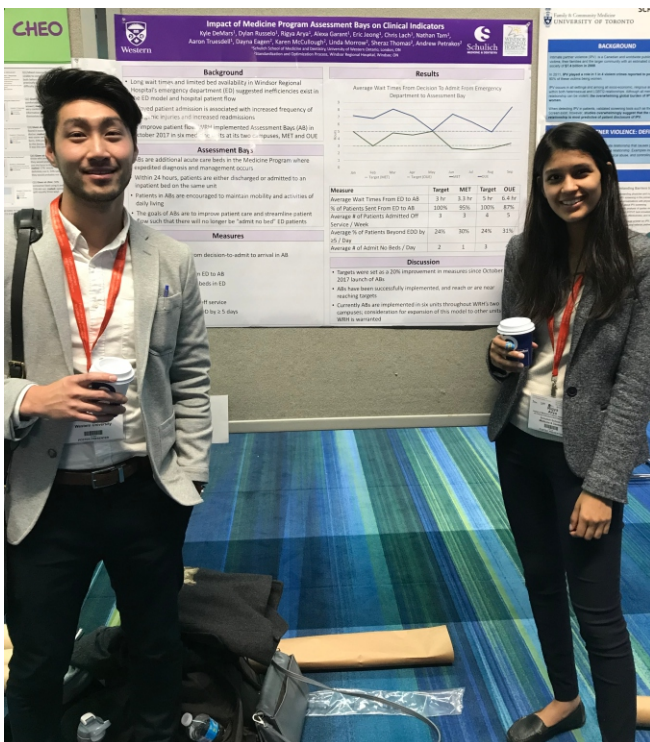
Medicine Patient Flow Celebrates One Year Anniversary!

Tuesday, October 23rd marked the one year anniversary since the launch of the Medicine Patient Flow Program. The Medicine team celebrated their achievements this past year by sharing their story through a media release which highlighted improvements to the patient journey. Through efforts of all staff, introduction of Assessment Bays on Medicine Units and Command Centres we have been able to make significant improvements. The admit to bed time has been reduced 6.1 hours for our admitted patients waiting in ED for a bed. During the media conference Theresa Morris, Director of Emergency Services and Patient Flow stated, “We’ve become number one in the province for admit to bed times”. More importantly we reflect on the success of the past year and remember the importance of following our established processes as we move into winter surge. We look forward to another year of improvements!



During the Media Conference Dr. Elaine Stresman mentions, “Some of our success comes from daily huddles in the Command Centres which help move our patients through their journey”. This is one of the many key components that help to support effective Patient Flow.

Schulich Students Present at OHA Conference



Congratulations to the Schulich Medical Students who recently competed in the “Medical Idol” event and won the opportunity to present their project at the Third Annual Quality Improvement and Patient Safety Forum in Toronto on October 16, 2018. These students, under the guidance of Dr. Andrew Petrakos, worked with the SOP and Medicine Patient Flow Improvement teams to study the impact of Medicine Program Assessment Bays on Clinical Indicators. Specifically, they examined the impact of the introduction of assessment bays on admit to bed times from the Emergency Department (ED). Results indicated that the time admitted patients spent waiting in the ED was reduced, meeting the 20% improvement target.

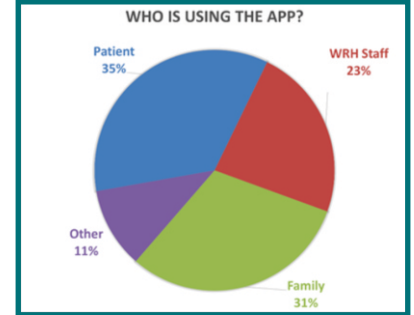


Schulich Medical Students Seung Yong Jeong and Rigya Arya present a poster at the Third annual Quality Improvement and Patient Safety Forum.

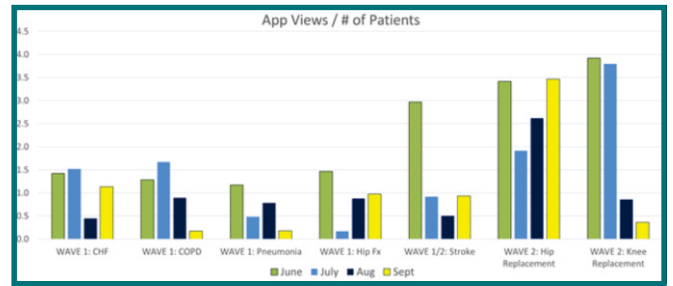
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WRH My Care Journey

Since the launch of the WRH My Care Journey brochures and mobile app, we have had positive feedback from patients and their families about how this information has benefitted them throughout their journey at WRH. The mobile app and brochures contain information on what to expect in hospital, allows patients and families to play an active role in their treatment and understand next steps in their care. The pie chart shows the breakdown of who is downloading the mobile app, with the majority being WRH patients and their family members. Below is the breakdown of how many times the mobile app has been viewed in the last couple of months for the different QBP conditions.



Please continue to let your patients and their families know about the mobile app so they can get helpful information on their condition and journey at WRH! If your patients do not speak English, the WRH My Care Journey brochures are online and have been translated into French, Spanish, Italian and Arabic. You can print off the translated copies at www.WRHMycareJourney.ca.



Patient Flow Metric 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 October 12, 2018 - October 18, 2018

Metric	Lead	FY 16/17	Goal	Target	Met Campus			Ouellette Campus			Results YTD Sept 1-30th
					This Week	Last 4 Weeks	Since Launch (Oct. 23/17)	This Week	Last 4 Weeks	Since Launch (Oct. 23/17)	Improvement Since Launch for September
Admit to Bed Times (in hours)*	A - Janice N.	11.0	0	M: 3 O: 5	3.3	3.1	3.1	11.0	11.0	7.1	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%	49 out of 122 (40%)	47 out of 122 (39%)	36 out of 122 (30%)	62 out of 126 (49%)	60 out of 126 (48%)	40 out of 126 (32%)	Met: 9 more patients beyond EDD >5 avg./day Oue: has 14 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	2	4	3	4	4	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	13	14	13	21	22	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	1	1	1	6	6	4	M: 7 less admitted pts without a bed at 700 O: 12 less admitted pts without a bed at 700
Discharge by 11:00	D - Monica S.	M:31% O:16%	32%	32%	49%	43%	32%	17%	16%	17%	D/C 11:Met 1% increase, Oue 1% increase D/C 14:Met 2% decrease, Oue 3% increase
Discharge by 14:00	D - Monica S.	M:72% O:54%	70%	70%	80%	75%	70%	51%	55%	57%	
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	13.6/13/5 100%/96%/37%	13.8/8/8.5 100%/58%/62%	13.9/7.3/7.3 100%/53%/53%	16.4/11/10 100%/67%/61%	15.2/11/9 100%/73%/59%	16.4/9.6/7.2 100%/59%/44%	M: Sat remains the same/Sun 1 increase in patient discharges O: Sat 2/ Sun 1 increase in patient discharges *Improvement since FY16/17
# of Patients to Assessment Bays (medicine only)	A - Emily C.	N/A	100%	100%	60 out of 61 (98%)	271 out of 283 (96%)	3622 out of 3827 (95%)	34 out of 44 (77%)	140 out of 176 (80%)	2392 out of 2756 (87%)	M: 95% of pts in assessment bays (since launch) O: 87% 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	0 (0)	1	3	3 (3)	2	9	

*Data source changed from Care Round Boards to Medworx 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



Prizes and Fame

