

Friday, December 9, 2016

Wave Two Yellow Belts Making Improvements



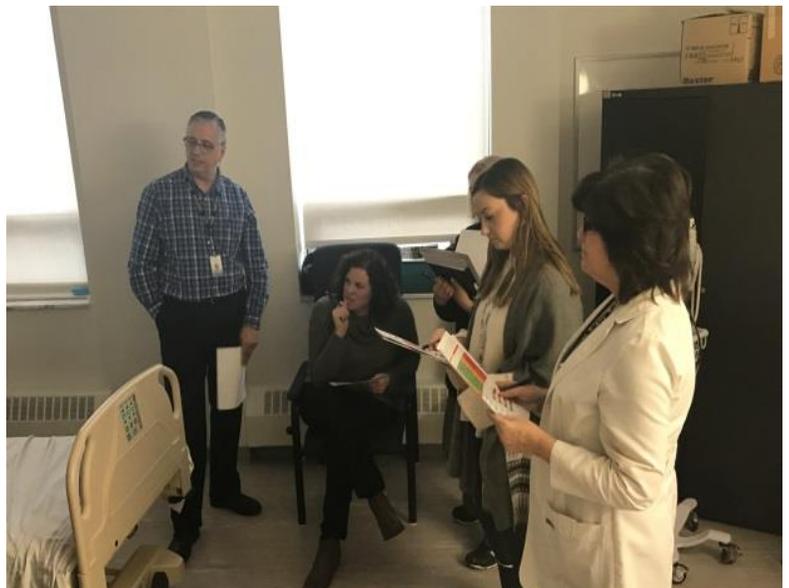
Yellow Belts standing proudly after a successful Kaizen Blitz

The second group of Yellow Belt candidates conducted their first Kaizen blitz this week. A Kaizen is a lean tool that improves quality, productivity, safety and workplace culture. The subject that this team tackled was the Neurosurgery clinic also known as ENAP. ENAP works to increase access to neurosurgeons for patients with emergent neurosurgical needs. Often times, patients have follow-up appointments months after discharge. The objective of the Kaizen was to decrease the number of 'no show' appointments for these follow-up patients. The team did a process map and created an

informative and instructive discharge sheet that would help matters on all fronts. The trial for the new sheet begins next week. Stay tuned.

With Great Power Comes, Great Responsibility

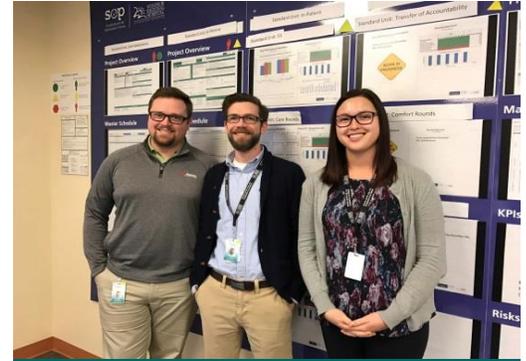
The Surgical and Medicine In-Patient teams throughout the organization have done a tremendous job with the implementation of the standardized bundles that are based on best practices in order to provide safe and appropriate care to our patients. Some of these bundles include Care Rounds, standardized Shift to Shift report, In Room Patient White boards and much more! We have learned so much through applying these standards across the organization and on Friday, December 2, 2016 many of Windsor Regional Hospital's Operations Managers, Clinical Practice Managers and Vice Presidents were able to share these learnings through taking part in Leadership Day. Throughout the day, the team had the opportunity to reflect on and share their experiences and the positive impact these best practices have had on our patients. For example, the team had the chance to take part in a simulated Care Round and discuss their techniques and methods for follow-up with staff regarding discharge planning! We all have a responsibility to provide 'Outstanding Care, No Exceptions' to our patients and there is no better way than to come together and discuss the best way to do so!



"The Leadership team is engaged participating in a Shift to Shift report."

Saying Good-Bye Isn't Always Easy!

December 16th is the last day for our Master Students from the SOP office. If you see them around the hospital, please take the time to thank them and say goodbye! They have worked tirelessly since Sept 12 making process improvements, across both campuses. They will be truly missed by all of us. Best of luck to all of you as you enter into your very promising futures.



Dane, Al and Paige SOP master Students standing by the Project Management Board.



Learning resources and SOP supporting a family for the Children's Aid Society.

Have a great weekend!

The SOP Team

Future@wrh.on.ca