

Friday, February 10, 2017

Wait Times are Falling in the Pre-Assessment Clinic

Congratulations to the Pre-Assessment Clinic project team for sustaining short wait times for our patients! Patients that are undergoing total hip and total knee replacements have been waiting an average of only 11 minutes once arriving at the Pre-Assessment clinics at Met and Ouellette since November.

Shannon Sampson, Manager of the Clinic at the Ouellette campus, attributes the success decreasing the time patients wait to “the collaboration amongst staff that now has clear roles and visual tools to keep the entire team abreast with where the patients are in the process.” What keeps the team motivated? “The team is continuously striving to work together to make the clinic visit as patient-centered as possible.”

Feedback on Standardized Ordersets

The QBP Pathway Improvement teams are working to finalize standard order sets for five different diagnoses. Once completed, these documents will determine the guidelines for care delivery for our patients in the future.

Throughout the process, the teams have sought feedback from numerous groups and individuals and are still in the process of circulating the documents amongst key stakeholders. If you are asked to review, we encourage you to take the time to provide timely feedback as it is important to have as many voices included in this discussion as possible. Thank you for your support.

Medical Students share Pathways to Success!

On January 30th, two student groups from the Schulich School of Medicine & Dentistry presented research they have done relating to improving documentation and coding, as well as increasing usage of Order Sets. Comprehensive literature reviews were shared along with valuable “behind the scenes” experiences that highlighted the need for continuous process improvement.

Recommendations made through their presentations align with work being done at WRH for patients to receive timely and efficient care supported by current best practices and clinical guidelines. Well done students!

Have a great weekend!

The SOP Team

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Patient Donna Dowes being pre-assessed for surgery



Second year Schulich Medical school students sharing their knowledge