

SOP UPDATES

Standardization & Optimization Process

“Whenever I go on a ride, I’m always thinking of what’s wrong with the thing and how it can be improved.” — Walt Disney

Hi Everyone,

As we put new ideas into place, it is important to constantly evaluate them, learn from them, and adjust. This week in the Cath Lab, they’ve been evaluating and modifying a grid that was put into place last month to improve scheduling and better meet the needs of patients. In taking a closer look at how the



grid was working, the team realized that the number of inpatient slots on the grid did not match the need and so some adjustments were made. The work doesn’t stop here, in this cycle of Plan, Do, Study, Act we are continually studying what we are doing, tracking the effectiveness of the changes we introduce and looking for areas that can be improved.

The Med/Fluid Incidents project team is also making adjustments based on feedback they’ve received. The goal in this area is 100% armband compliance – every inpatient wearing a legible armband at all times. The group had been testing a new armband, but staff members expressed concern over the legibility of the bands used in this trial. As a result, we are trying out another new armband style this week. Thanks to all who provided feedback and please continue to share your thoughts.

Finally, as part of the SOP work in OR Scheduling, we’ve discovered opportunities to improve wait times by working on the accuracy and flow of information between WRH and physicians’ offices. This week we shared these opportunities with orthopedic physicians and they have agreed to allow our team to work with their office staff to streamline the information flow. This is a great example of how our hospital community works together to put the patient’s needs first!

Have a great weekend,

The SOP Team

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Members of the Cath Lab team studying & adjusting the current grid.