

Friday, Feb 3, 2017

Patient experience highlight patient flow kickoff?

This week, the patient flow program held a kickoff meeting to introduce the project. This team will look at improving the movement of patients and the coordination of their care from the time they are admitted until they are discharged. At the meeting Sue Gosnel, whose mother was admitted as a patient after coming through the ED last year, shared the story of her families unnerving experience as her mother was moved from room to room and across campuses. The story highlighted opportunities for improvement in the system and demonstrated the need to look for better ways to serve patients. You can listen to her story at the link below.

WATCH: [Patient Flow kick-off event, January 31, 2017](#)

Why are you following me?

Standard unit SOP coordinators and team leads are up on all the medical surgical units for round 2 of activity follows for 1 hour blocks documenting detailed activity by the nurses minute by minute. We are trying to understand how much time nurses spend on direct patient care. Each of these units have implemented model of care, with the goal of frontline staff spending more time at the patients bedside. Current observations will be compared to previous data to see how effective the changes were in reducing wasteful activities such as locating misplaced items or equipment. More time spent at the bedside means better outcomes for our patients. A special thank you to all staff who have participated in the activity follows.



Wendie Turnbull standard unit team lead doing an activity follow.

Welcoming the newest KM&T member to Windsor Regional

We would like to welcome Bernie Bluhm, who joins the SOP team this week. Bernie is KM&T Improvement Consultant who will act as a key expert resource and coach to our SOP coordinators and project teams. Bernie started her career as a Registered Nurse in the emergency department in the UK. She continued on to become a Nurse Practitioner. She has since spent time as a hospital administrator in various NHS acute hospitals as well as consulting hospitals on their improvement journey. We welcome Bernie to the team. If you see her around, please don't hesitate to say hi and introduce yourself.



Bernie Bluhm newest KM&T consultant with SOP

Have a great weekend!

The SOP Team

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