

Friday, January 13, 2017

## *QBP Pathway Improvement Program Working Hard to Avoid Silos*

The QBP Pathway Improvement teams are working hard to bring the right groups to the table and remove previously existing barriers to improve the patient experience and standardize delivery of care. Historically, patient care information was shared and reviewed by many different members of the care team throughout a patient's hospital stay. Without a standardized way of sharing information, patients were not always aware of the expectations during their stay and did not feel prepared and supported for discharge. Now cross-functional teams are working together to ensure consistent and aligned delivery of medical care and patient information.

Dr. Ian Mazzetti, an Intensivist at Windsor Regional Hospital shares that "being involved in the process has illuminated the number of moving parts involved in administering patient care. I think a better understanding of each other's' roles can only help from a patient care perspective."

As one of the many stakeholders, Crystal Palumbo, Manager of Allied Health Services, says getting everyone involved will improve the patient experience by preventing false expectations. "Including the multi-disciplinary team creates an atmosphere of inclusion and facilitates teamwork that will ultimately benefit our patients," she says.

Groups are carefully considering the impact of their work and involving as many stakeholders as required. QBP Pathway Improvement Program teams are currently working on revising and improving Order Sets, with Clinical Pathways and Patient Experience Pathways to follow over the coming weeks.

## *Goodbye, and Goodluck!*

This week the SOP Team bids farewell to Natasha Sheeler (KM&T Consultant). Natasha has been part of the SOP Team since June 2015. She has been a key player in many of the SOP projects to date, with her most recent involvement in the Standardized Unit project. We wish you continued success as you relocate to the UK for a new opportunity with KM&T, and we will sincerely miss you! Best of luck Natasha!

Have a great weekend!

The SOP Team

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*Pictured above are Natasha, Rana and Karen (respectively), the coordinators for the Standard Unit Project.*