

January 16, 2015

Hi Everyone,

As we work toward our goal of standardizing and optimizing services, it is important to note and celebrate the small success the teams are achieving along the way. That was the theme this week at the MRI Wait Time project's 60 Day post mapping session. All Diagnostic Imaging staff and leadership from across the organization were invited for an update on the progress of the project. Some important milestones to note include reduced notification time for patients waiting to learn the time and date of their appointments. That number has gone from 70 days to 48 hours! That is a huge accomplishment for the group and will have a significant impact on patients who have told us that the time they spend waiting for an appointment adds unnecessary stress to their lives.



MRI 60 Day Post MRI 60 Day Post-Mapping

New Scheduling Grid Testing in Cath Lab

When we implement change into each of the groups it is important to collect data and monitor how things are going so we can see what is working and what isn't. One method we use to do this is called the PDSA, which stands for Plan, Do, Study, Act. This framework allows for adjustments to be made on an ongoing basis as changes are tested.

This month the Cath Lab started a trial of this in the form a new scheduling grid. The grid is reviewed at huddles twice daily with data about procedure start and end times, patient cancellations and unanticipated delays or any other changes. Data from the previous day is discussed every morning when the team huddles to understand if small changes are needed based on what was learned the previous day.

Medication Policy Task Force

Next week is going to be a busy one for some members of the Med/Fluid project team who are part of a task force responsible for discussing and revising the current Medication Use Policy at WRH. Starting Monday they will spend 5 days working on understanding what the current policy requires, reviewing evidence from best practices outside of the organization, and working on a new policy that meets regulatory college standards. This work is key to the projects progression.



Huddling around the new grid in the Cath Lab with Lesley Borrelli



The group includes frontline leadership and point of care staff who are the experts in administering medications. If you have any comments or recommendations for the taskforce, please contact Kristi.Cecile@wrh.on.ca, or Charlen.Haluk-McMahon@wrh.on.ca and they will bring your feedback directly to the task force.

Have a great weekend,

The SOP & KM&T Team