

July 18, 2014

Hi Everyone,

Over the past month we have been holding workshops and training sessions. The feedback we have received is very positive. I want to thank everyone who has participated and offered suggestions. The SOP team is pleased and inspired by the level of engagement, and the appetite for Standardization and Optimization. Many of you have told us that the workshops have helped you better understand and appreciate your colleagues at the other campus, and the work they do. We have also heard the discussions are helping to break down barriers and dispel myths. This is an essential first step in our journey.

In our workshops we talk about the “sphere of influence.” Not everyone has the power to make major changes in their departments, but we all have the ability to make small changes which can go a long way toward better patient care. In addition, there are plenty of opportunities for you to share your big ideas with those driving the SOP. Our role here is to facilitate the process, but ultimately, it is all of you who will shape the changes we make going forward. A big thanks goes out to those of you who have submitted suggestions by email at future@wrh.on.ca. We take all these suggestions very seriously, and I encourage you, if you haven't already, to send us your thoughts.

I also want to recognize that in many areas, standardization and optimization is already taking place and often started before we arrived. The ICU has standardized patient brochures and order sets, and HAI work across both campuses has been standardized – these are just a couple of examples.

All of this shows that Windsor Regional Hospital employees are already committed to the process of standardizing care to improve the patient experience. There is great momentum building as we wrap up our Opportunity Search and get set to present our long-term plans later this summer. Again, thanks.



NEW TEAM MEMBER

The SOP team grows in number this week with the addition of Fatima Al-Roubaiai, SOP Coordinator. Fatima has a nursing background and her experience will strengthen the team as we engage and work with nursing and clinical staff. Please make her feel welcome as you have all of us.

Thanks,

John McKillop, Managing Consultant, KM&T

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