

Friday, June 16th, 2017

Leadership teams are connecting with patients to find out what can be better

Last week our medical and surgical unit leaders saw over 140 patients during their Leadership Rounding. Each week, as part of Standard Leadership Rounding, managers visit and speak with patients and families at least once during their stay in hospital to ask questions about their hospital visit and how we can improve their experience.

Karen Riddell, Director of Professional Practice and Operations, and Acting Director of Medicine, shares her excitement about this process:

“Leadership Rounding is honestly one of the best parts of my day as a leader in this organization. It provides us with an opportunity to engage with our staff, patients and families in a proactive manner. Together we can identify where there may be gaps in care or processes and also where we are excelling toward our vision of ‘Outstanding care – no exceptions’. We are able to address most concerns in real time, ensuring our patients and their families receive the care and answers they need and as well we are able to provide that immediate feedback to staff. Our staff enjoys receiving the great feedback from patients and visitors. It reinforces the importance of what they do every day and it shows their efforts are appreciated. When something isn’t going as well it’s a great opportunity for the team to get together and put processes in place to improve things, in real time, when it matters the most.”



Giuseppe shares a laugh with Karen Riddell as they talk about his hospital experience.

SOP shares success stories (and candy) at the Patient Experience Expo

SOP Team Members participated in Windsor Regional’s Patient Experience Expo last week. This was a great opportunity to share the work SOP teams have done in the past and what teams are working on now. Staff, patients and visitors were able to join in the excitement of working together to improve patient experiences.

If you missed us, check out our [“What is SOP?” handout](#) as well [a short video highlighting the SOP booth](#).

At the event we also asked you what you think makes an Outstanding Patient Experience? The following word cloud captures your thoughts. Thanks to all who stopped by to visit, speak with us and ask questions!



At the Patient Experience Expo, visitors were asked “What makes patient experiences outstanding?” and a Word Cloud was updated live.

Have a great weekend!
The SOP Team
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