

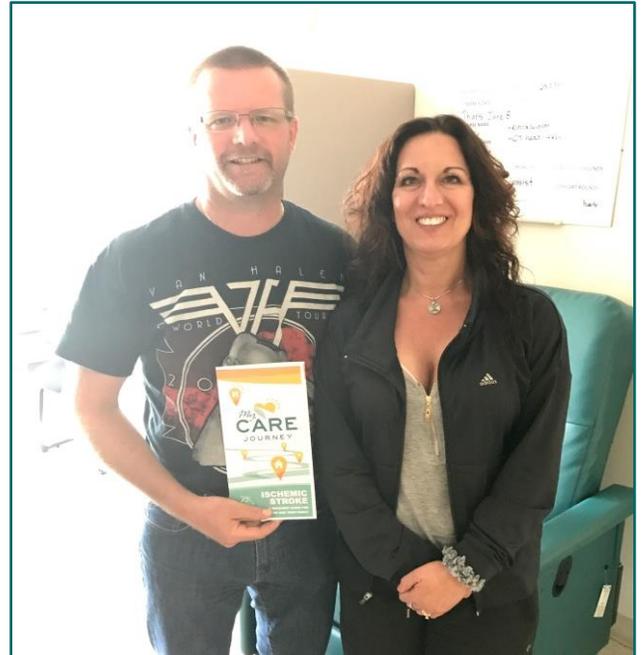
Friday, June 9th, 2017

## *Trialing My Care Journey: A recovery guide for patients and their families*

Since May 29th, over 20 patients who were admitted with Ischemic Stroke have been part of the first trial of the QBP Pathway Improvement Program. Physicians seeing these patients have initiated care using Order Sets, care teams are tracking progress towards clear discharge criteria using Clinical Pathways, and patients and their families are reviewing the My Care Journey brochure.

Patients and their families are benefiting from a clearer understanding of their in-hospital journey. My Care Journey is an innovative WRH solution to help patients understand what they can expect while in hospital and their role in the care plan. The guide provides information to help patients and family members actively participate in care and recovery.

Patients are telling us that this information is easy to understand, helps to address their hesitations and concerns. One family member shared “This information is very beneficial. It helped answer questions we had about the pathway for my father and prompt us to ask more specific questions to the team.” Pathway program bundles will be rolled out soon for Congestive Heart Failure, COPD, Pneumonia, and Hip Fracture patients.



*Family members of a recently admitted patient are using the My Care Journey Brochure which outlines the expectations of their stay and helps to prepare for discharge*

## *Patient Flow Improvement teams are spreading the word*

Patient Flow is about coordinating the movement of patients and their care during their hospital stay. Improvement teams are first focusing on quick-wins and small changes that can improve the experiences for medicine patients that are admitted through the Emergency Department. Later this year, SOP teams will introduce a new way of coordinating patient care that is focused on adding value to every patient, every day. Our goal is simple: improve patient flow so patients will wait less and have a better hospital experience.



As part of the Patient Flow Improvement Program Priority Project, patient flow champions can be spotted around the hospital in lime green shirts on Fridays. Ask them about the word SOP Teams are doing for patient flow! Interested in joining the movement to improve patient flow? Ask a patient flow champion how you can join one of the teams!

Have a great weekend!

The SOP Team

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