

Friday, May 5th, 2017

Past and current projects making experiences better for patients

On Friday April 28th, the SOP Team hosted the “Big Picture Huddle” event at both campuses to celebrate and recognize notable and large scale process improvement achievements at WRH. At the huddle, each of the current and alumni project teams shared accomplishments that have improved the patient experience. Some highlights included:

- improved patient/physician scheduling in the Cardiac Cath Lab,
- addressing patient safety issues faster using standardized communication tools used by all staff, and
- a central booking system for Diagnostic Imaging services that decreased wait times for patients.

This event also celebrated the graduation of 45 “Lean Six Sigma Yellow Belt” professionals, WRH staff members who now possess the skills necessary to be true change agents in process improvement projects throughout the organization. Gulcan Telci, KM&T Senior Consultant and Lean Six Sigma Trainer reflected on the Yellow Belt training experience sharing the great accomplishment at both individual and organizational levels. “Congratulations to all 45 Lean Six Sigma Yellow Belt professionals for their graduation. It was a great pleasure being part of your journey.”



Patient Flow Open House: Inviting stakeholders to see how flow impacts our patients today

On Thursday April 27th, the Patient Flow Improvement teams hosted staff at both sites to an open house event that showcased the current process of how patients are admitted and discharged. Attendees learned why each project was launched and what the current processes look like for our patients.

Attendees were encouraged to share suggestions on how to improve the patient experience. Some suggestions were as simple as changing screen savers on television screens on units to show the status of patients waiting for beds in our ED department. Others included how patients' Estimated Dates of Discharge are used and communicated. The next steps for the Patient Flow teams are to develop the long-term future state vision and create a timeline for developing and implementing changes.

Have a great weekend!

The SOP Team

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Lori Mariuz, Donna Gelinas, and Janet Johnson-Reddam discuss different ways to improve the process of discharging patients from the hospital at the Patient Flow Open House