

Friday, May 6, 2016

WRH Receives National Recognition for Involving Patients in Process Improvements

Accreditation Canada's annual Quality Conference brings together those working in health care from across the country to share quality improvement initiatives, successes and challenges, and capacity-building strategies. Congratulations to Marie Marchand (Manager, O.R./PACU) and Kelly Heron (Director, Surgical Services) on receiving national recognition on behalf of Windsor Regional Hospital. Their presentation, "Partners in Design: Meaningful Patient Engagement in Process Improvement", highlighted the success of involving patients in the OR Scheduling/IT & Pre-Surgical Screening SOP Project.



Marie Marchand (left) and Kelly Heron (right) deliver their presentation on the importance of involving patients when making changes in Operating Room (OR) Scheduling and Pre-Surgical Screening (PSS).

Great Success for the Ambulatory Clinics: Cataract/Eyes Mapping Team!



The Cataract/Eyes Mapping Team held a 1-day mapping session on April 29th to identify

Last Friday, April 29th, 2016, the Cataracts/Eyes mapping team gathered to create their current and future state maps in an effort to improve the patient experience. Through current state mapping, they discovered that patients go through 126 steps while they are at the clinic. Over the next few months, the project team will be busy working on 16 'buckets' (themes) of work to support their future state. Changes include decreasing the amount of time patients wait at home before their scheduled surgery date and reducing unnecessary wait time the day of surgery (e.g., patients on a stretcher awaiting their procedure).

Root Cause Analysis (RCA) to Prevent Medication Incidents

The Medication Process Improvement (MPI) Project Team is testing additional tools to assist in preventing errors that could pose harm to our patients. The team has been working with the Clinical Practice Managers (CPMs) to test the use of Practical Problem Solving (PPS), a Root Cause Analysis (RCA) tool, to determine causes of medication incidents and create action plans. The tool has been determined by the testing to create a more targeted action plan, which is being recorded in a Medication Incident Master Schedule. The success of PPS



Root Cause Analysis (RCA) is a problem-solving methodology that reveals the underlying causes (i.e., those that are not obvious) concerning a particular situation.

has led to the tool being shared with the rest of the CPM group, who will work together to develop a Medication Incident Investigation and Reporting process.

Have a great weekend!

The SOP Team

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