

Friday, Nov 18, 2016

## *Improving Patient Care Crusade*

It is with great pleasure that the SOP team of Standard Unit want to congratulate the entire Medical and Surgical teams on completing the campus wide shift to shift report process. By doing shift to shift report in pre determined modules with the assigned team members, it allows the team to collaborate about appropriate patient assignments, making shift change a seamless transition. All of this provides an overall benefit to our patients and families.

Following the 5S events on 4North, 6North and 4West at the Met campus, auditing has shown an improvement in Direct Patient care. Prior to the 5S event it had been documented that 4North nurses had spent 28% of their time on direct patient care and post, it shows nurses now spend 39% of their time on direct patient care. Also 6 North had documented that pre the 5S event, 36% of their time was spent on direct patient care and post 39%. Finally 4West pre event results were 35% and post were 40%. In time we are hoping to meet and exceed the target levels of 46%. More time spent at the patients bedside always benefits our patients and makes for better patient outcomes.



*Pictured above is Nurse Sara spending time with her patient*

## *Yellow Belt Kaizen Success*



*Yellow belts mapping out the process for a new after hours tool*

The first wave of Yellow Belt candidates recently completed their last education session by successfully completing a Kaizen event. For this event, the group chose to focus on improving the accuracy and efficiency of the after hours reporting method, by consolidating reporting to one reporting tool for use at the 3pm bed meeting. With the help of the SOP team, a new after hours report was created, which compiles each unit's schedule and care round into one report. This new report was first trialed on 7 and 8 North by the Operations Manager and is underway on 4N, with other units to soon follow. This new report drastically reduced the time it takes for managers to input the information by roughly 75%. This new report not only makes after hours reporting more efficient, it enhances communication ultimately improving patient safety.

Have a great weekend!

The SOP Team

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