

November 7, 2014

Hi Everyone,

It has been a busy two weeks of mapping for everyone involved in the priority projects. By the end of the week we will have mapped out the detailed processes to understand our patient experiences' and identified areas of improvement in each of the 4 areas. The process wasn't always easy, but through it all everyone has shown dedication and commitment to making the projects a success. Thank you all for that! We will share more on the results of our mapping sessions next week.



MRI Wait Times – Current State Map

This week we say an official goodbye to John McKillop. John was the lead consultant with KM&T who led the SOP project through our Opportunity Search. Although we will miss his strong leadership, Scottish wit and sense of humour, John helped establish a solid foundation that will no doubt assist us on the journey ahead. John has returned to the UK, and we wish him all the best on his next KM&T adventure.

Further to that, please join us in welcoming KM&T's Paul Howlett to the SOP team.



**Paul Howlett, Managing Consultant,
KM&T**

Paul replaces John as Managing Consultant, helping to move the project forward. Paul has 30 years of experience in continuous improvement and has worked in several industries including healthcare, automotive and heavy machinery. He is excited to be working on the SOP initiative which he says has the potential to benefit our entire region. "Everyone has a story about local hospitals," Paul says. I want the stories in this area to stand out in a good way." Paul has 6 children, enjoys rock climbing and Brazilian Jujitsu.

That's it for this week. If you have any questions, you know where to reach us: future@wrh.on.ca.

Have a great weekend,

The SOP & KM&T Team