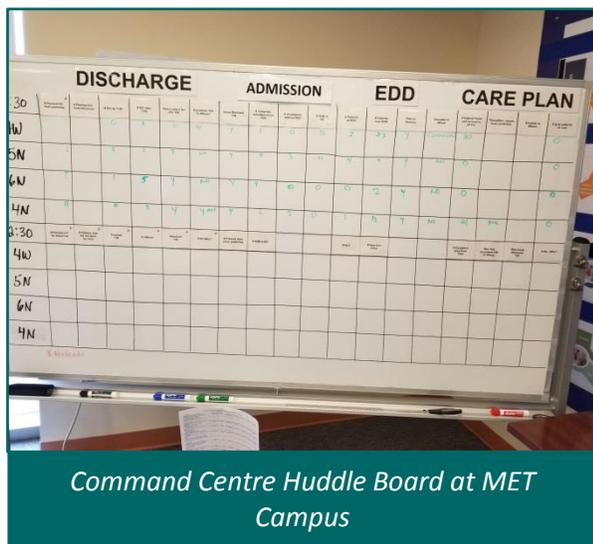


Friday, October 27th

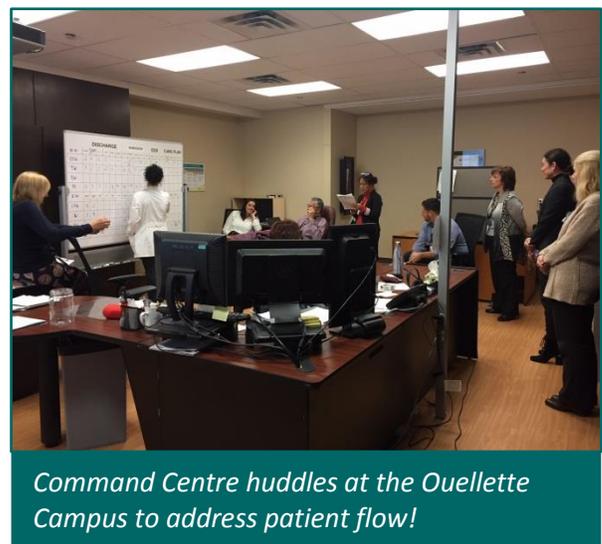
Command Centres Now In Action

As part of the patient flow improvement program, Command Centres have been set up at both campuses. The Command Centre is located in the former boardroom on the first floor at the Ouellette Campus. At the Met Campus, the Command Centre is located in the SOP office area near the escalators. The Command Centres are the central hubs for information about patient flow throughout the organization, with a current focus on our medicine patients' journey.

Huddles are held 4 times daily in the Command Centre. Two huddles discuss patient flow at the unit and program level, with a goal to removing barriers to discharge and making sure each day adds value to the patient stay. The remaining two huddles focus on broader systems issues that need to be escalated, as well as tracking trends that impact effective and efficient patient flow.



Command Centre Huddle Board at MET Campus



Command Centre huddles at the Ouellette Campus to address patient flow!

Big Wins for the Intensive Care Unit

On October 24th and 25th, frontline staff and leadership from the Intensive Care Unit at the Ouellette Campus worked along side SOP team members to hold a hugely successful '5S' event. Like many other departments who have already learned, many opportunities to increase efficiency and workflow were discovered so that staff could spend more time directly caring for their patients!

"The creation of the Percutaneous Trach/ICP cart was the best win ever! Our supplies used to be kept in a big, bulky, and heavy bin in our storage room that we had to carry out when we needed it. I had to trip over equipment just getting to the shelf it was on. Now we have a wheeled storage cart for the supplies parked near the nurses station, the drawers are labeled and everything can be kept clean. Easy access for staff and saves so much time"

—Sue Smith, Charge Nurse

Designated locations for future electronic Care Rounds and Performance Boards were also identified as they continue to implement standard unit bundles. Thanks to all the staff for their feedback for their commitment to Outstanding Care!



ICU Storage Room BEFORE 5S



ICU Storage Room AFTER 5S

WRHow! Site - Your Source for Information

Check out the WRHow! Site on the Intranet homepage. It will provide you with a link to important information about the current quality improvement projects. There is information about Model of Care, QBPs, Standard Unit, and most recently, Patient Flow.

The WRHow! Site includes information about Standard Work to follow for new patient flow processes and QBPs. There are also Frequently Asked Questions for each project.

Take a minute and check it out!

Have a great weekend!

The SOP Team

future@wrh.on.ca

WRHow!

Click here to get information about:

- Patient Flow
- QBP's
- Model of Care

Visit WRHow! [here](#)

A promotional banner for the WRHow! site. The banner features the text 'WRHow!' in large, bold, green and yellow letters. Below this, it says 'Click here to get information about:' followed by a bulleted list of topics: 'Patient Flow', 'QBP's', and 'Model of Care'. At the bottom, it says 'Visit WRHow! here' with a link icon.