

Friday, September 8th, 2017

Sharing the learning from across the pond

On Thursday afternoon, a team of Windsor Regional Hospital employees shared their experiences visiting Ipswich Hospital, an acute care facility in the UK. Ipswich is similar in size to Windsor Regional and serves a patient population and community similar to Windsor-Essex.

The team presented their experiences and learning to the current Patient Flow teams. They learned details about “Red to Green Bed Days”, a system of managing patient care and ensuring value is added each day. Team members also explored the hospital’s “Command Center”. Over the coming months, the Patient Flows teams will be working to further develop and implement these concepts and adapt them to improve patient flow in the medicine program. This will help patients receive more timely care at Windsor Regional Hospital.

Many thanks to the group for sharing their experiences: Dr. Seski, Dr. Stresman, Kathy Koutelas, Katie Mayhew, Gina Bulcke, Theresa Morris, Lyndsay Sooley, Natasha Seguin, and Karen McCullough.

Moving forward: Wave 2 QBP Teams starting their improvement work

Patients with similar conditions (QBPs) for the first wave of QBPs are being positively impacted by the QBP Pathway Improvement Program. This week, the program moved forward as Wave 2 team members attended a kick-off session. Together, over 2,500 patients come to the hospital with the QBP conditions that are part of Wave 2. Over the next weeks, team members will work on Order Sets, Clinical Pathways, and Patient Experience Pathways, including the new WRH My Care Journey mobile app.

Wave 1: COPD, Pneumonia, Congestive Heart Failure, Ischemic Stroke and Hip Fracture

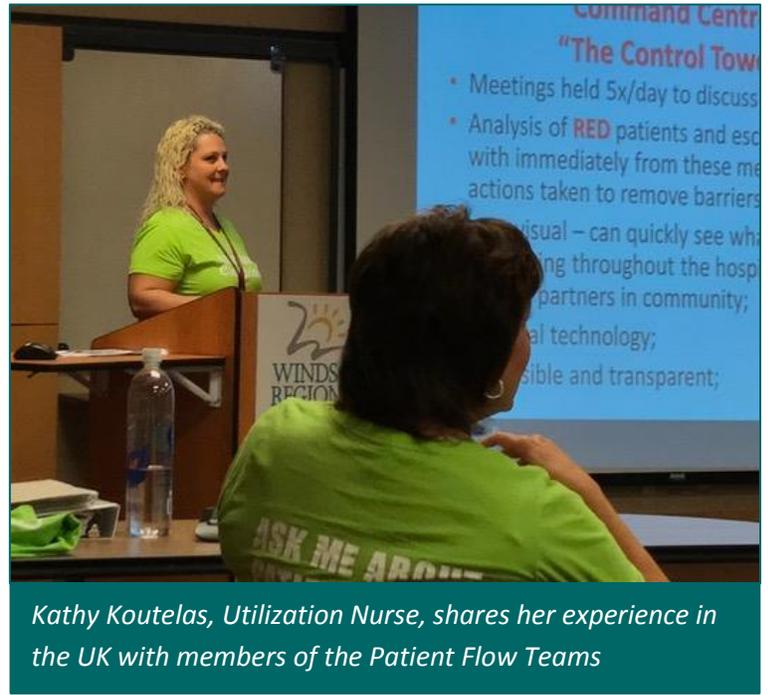
Wave 2: Joint Replacements (Hip, Knee and Bilateral), Knee Arthroscopy, Hemorrhagic Stroke and TIA

Wave 1 teams continue to receive feedback from the floors and are discussing improvements to the process and documents to further improve the program.

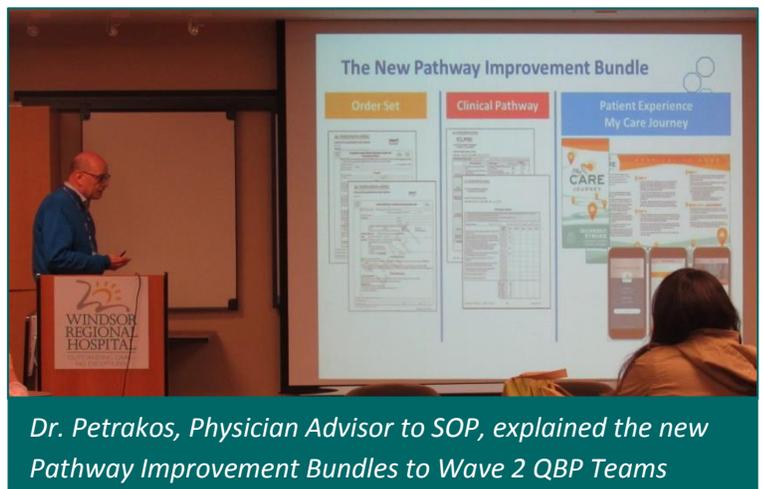
Have a great weekend!

The SOP Team

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Kathy Koutelas, Utilization Nurse, shares her experience in the UK with members of the Patient Flow Teams



Dr. Petrakos, Physician Advisor to SOP, explained the new Pathway Improvement Bundles to Wave 2 QBP Teams