

## Report of the President & CEO to the Board of Directors

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Date: April 2014

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# SOP

Standardization &  
Optimization Process

It has been six months since the realignment process was finalized resulting in Windsor Regional Hospital assuming responsibility for all acute care services at both the Ouellette and Metropolitan campuses and Hôtel-Dieu Grace Healthcare becoming responsible for post acute care services at the Tayfour Campus.

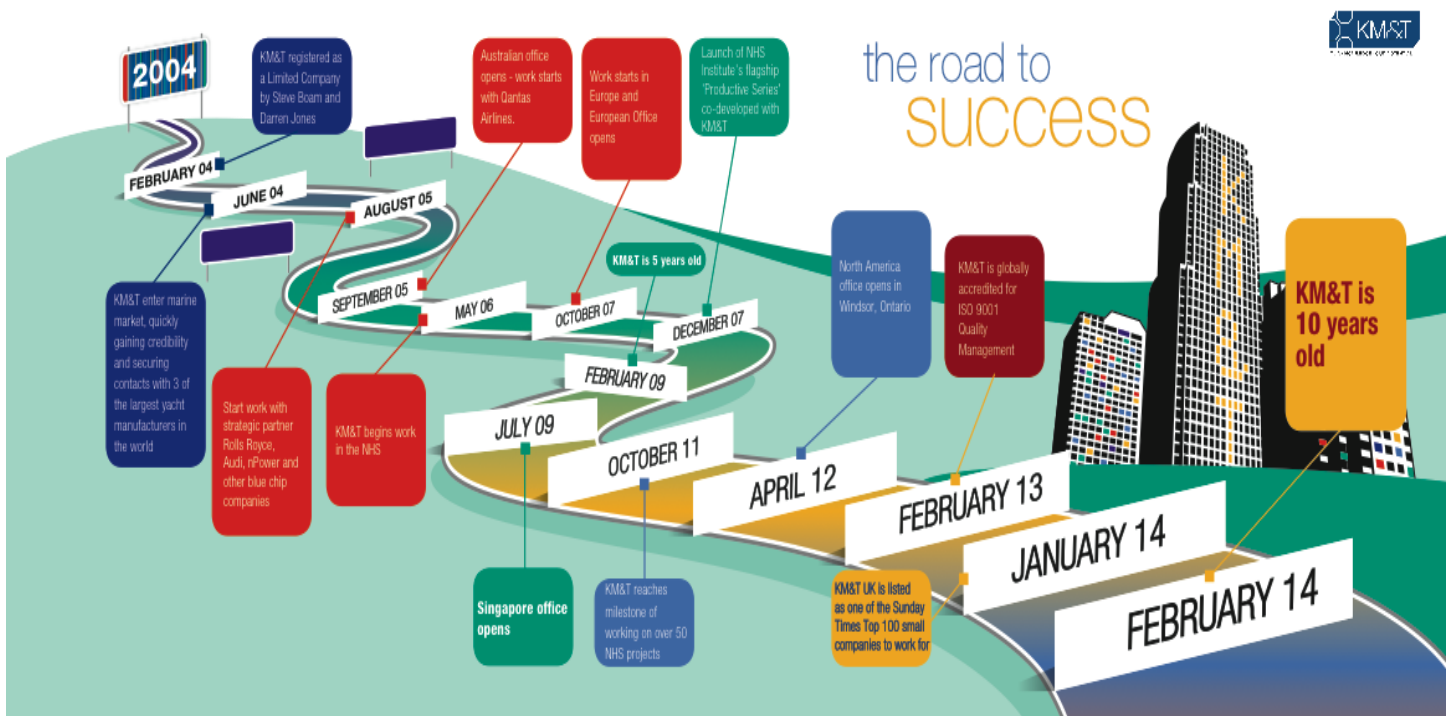
This realignment, in and of itself, was done to advance and focus on both acute care and post acute services for the benefit of our patients and community. It places Windsor Regional Hospital in a much better position to not only ensure key services are maintained for our community but to support the advancement of acute services that are needed for our community. Just in the first six months, we have seen two examples of this already - Thoracic Cancer services and the Comprehensive Men's Health Program.

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As we have been discussing, we now start the process of formal Standardization & Optimization of services between the two campuses that will result in:

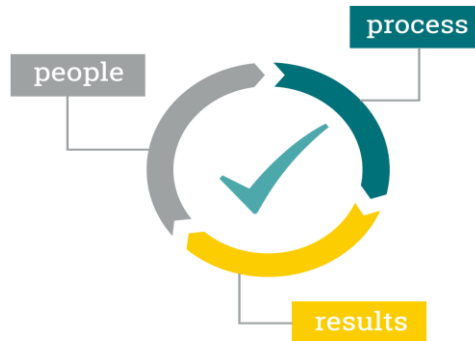
- ✓ standardized care so patients receive identical, outstanding experiences, regardless of which campus they visit;
- ✓ the implementation of best clinical and clinical support practices at both campuses;
- ✓ best practice operations that will dictate the design of the new state-of-the-art acute care hospital rather than having the design dictate our operations; and
- ✓ a strengthened team of WRH staff members who can flow seamlessly between campuses.

On the recommendation of the committee comprised of staff members, the company KM&T was selected to support this Standardization & Optimization Process. The following charts outlines in general KM&T's history.



KM&T is a global consulting firm with experience helping hospitals around the world improve efficiency and patient care. The goal of their individually tailored approach, is to break down barriers and empower everyone by showing them they can make a difference whether on the front lines or in the boardroom.

Within our Standardization & Optimization logo is the following circle and focus of the journey. KM&T will become a part of our team and focus on people, process and results.



KM&T takes a balanced and holistic approach to organizational transformation. In our case they will drive the move to streamline services. They will work directly with staff building upon our Vision of Outstanding Care - No Exceptions, identify opportunities, implement changes and help develop strategies to maintain best practices moving forward. This includes work in coaching, training and exciting staff throughout the process.

A local success story that involved KM&T is with St. Thomas Elgin General Hospital (STEGH). As a result of the involvement of the KM&T team, STEGH is home to the top performing hospital in the Province with respect to their Emergency Department performance on some key wait time indicators. In future communications, we will be highlighting STEGH's transformation using KM&T.

In our case we do not have to implement these changes in order to save money. Our focus is on our patients and their experience.

The first phase of the process will start in April. This will involve members of the KM&T team working at both campuses to conduct what is called an Opportunity



## Assessment Phase.

We have to start and navigate through this process in a systematic fashion. This is a journey and not a destination. The journey will start with the identification of 3-4 programs/services to commence this process. Once identified, all staff within those areas will commence workshops together with support from KM&T and internal staff. Needless to say as this process develops, the automatic overlap between programs and services will be identified. From there we will work with KM&T to determine how best to move forward with best practices at both campuses. Eventually all programs and services will go through the process.

Allison Johnson, Manager, Communications, will be keeping us all up to date on a regular basis on the Standardization & Optimization Process.

This will involve regular print and video communications. This is consistent with the amazing work she has been doing to bring us and our community the leading and best practices in our Province and across North America on hospital design and operation. This work is displayed on the site [www.windsorhospitals.ca](http://www.windsorhospitals.ca). If you have not visited the website, I suggest you do and inform others about the site.

If you are working on any communication involving the Standardization & Optimization, please visit our corporate graphics section of the internet site to access the various logos that can be used

[http://www.wrnh.on.ca/Site\\_Published/wrnh\\_internet/RichText.aspx?Body.QueryId.Id=23723&LeftNav.QueryId.Categories=220](http://www.wrnh.on.ca/Site_Published/wrnh_internet/RichText.aspx?Body.QueryId.Id=23723&LeftNav.QueryId.Categories=220)

