

Hello Everyone:

We wanted to thank everyone from our patients to all the staff who came out to the Valedictory Huddle last week. We had a great turnout and it was great to hear about the journey so far. We have



reiterated numerous times that these projects are just part of a journey to a better hospital. We want to thank our patients for joining us to share their experience again.

Starting early next month, our Friday Huddles will be expanded to include the next wave projects. In the meantime we are continuing to meet with Team Leads, identify the project teams, collect some preliminary data, etc.

Last week we had a meeting with the **management staff for the various project areas** to provide them insight into their roles and responsibilities with the projects. There was good discussion with

respect to the challenges for scheduling staff for team meetings, mapping events, etc. As we work on the scoping of the next projects we will be able to address these concerns as we progress over next few weeks.

OFFICE HOURS

Just to update you on our office hours. There will be a member of the SOP available on site during these times.

Monday	Tuesday	Wednesday	Thursday	Friday
20-Apr	21-Apr	22-Apr	23-Apr	24-Apr
MET (11-12)	MET (1:30-2:30)	MET (2:30-3:30)	MET (1-2)	MET (10-11)
OUEL (11-12)	OUEL (1:30-2:30)	OUEL (2:30-3:30)	OUEL (12-1)	OUEL (10-11)
Monday	Tuesday	Wednesday	Thursday	Friday
27-Apr	28-Apr	29-Apr	30-Apr	01-May
MET (10:30-11:30)	MET (11-12)	MET (2:30-3:30)	MET (1-2)	MET (12-1)
OUEL (11-12)	OUEL (1:30-2:30)	OUEL (2:30-3:30)	OUEL (1-2)	OUEL (10-11)

Have a great weekend, everyone!

The SOP Team

future@wrh.on.ca