



Hi Everyone:

This week as we work on transitioning on to the next wave of projects, we are doing a little Spring Refresh in our Wave 1 Projects.

When these projects began last year, each team set out the scope and goals for their projects in a Project Overview Document. They also created a detailed Master Schedule of tasks and timelines necessary to successfully complete their identified improvement opportunities.

At this point we are happy to report that our Wave 1 Project Teams have completed the majority of the tasks identified in their master schedules and have now identified new areas for opportunity to work on going forward.

As a result, the groups are refreshing their Project Overview Documents to reflect the tasks completed and new opportunities for improvement. They are also cleaning up the Master Schedules to provide a clear list and timeline of tasks to drive ongoing continuous improvement work within their areas. The SOP team has provided the training necessary for the project groups to continue on with reduced support.

#### **VIDEO HIGHLIGHT**

When the SOP Journey began last year, we invited patients in to help us identify ways we could improve the patient experience. These patients were invited back to our Valedictory Huddle earlier this month, for a chance to hear how their input has helped define the SOP projects and results. These patients have become some of the most valuable members of the SOP team. Check out the following video to hear their stories.

**WATCH: [SOP Video Highlight – The Patient Perspective](#)**

Have a great weekend,

The SOP Team  
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