

Friday, April 27, 2018

Plan, Do, Study, Act –PDSA of the Unit Patient Flow Huddles

Twice a day, the Utilization Nurses meet in the Command Centre to review the flow of the patients on their units. Patients that are approaching or have exceeded their estimated date of discharge are discussed so that barriers can be identified and removed. Recently, the team has embarked on some updates to the process in order to better manage patient flow. OTN is now being used so that Met and Ouellette teams can hear of potential challenges and solutions across campuses, Operations Managers are now coming to huddles to help support removal of barriers and the Director of Medicine now leads these daily huddles.



Director of Medicine Kristi Cecile leads utilization nurses through patient flow huddle

These changes are being studied by examining the results recorded on a visual board within each Command Centre. The hypothesis is that these new process changes will result in improved flow. The team continues to look for ways to further improve as we continue along our Plan, Do, Study, Act journey of continuous improvement!

Congratulations to Schulich School Medical Students!

Congratulations to the medical students who presented their completed Quality Improvement Projects at the University of Windsor on Monday. These projects were part of the Professional Identity Course and each team competed with each other for advancement to the next round.

WRH mentored two teams of students: Team #1 focused on Quality Based Procedures and examined strategies to improve length of stay for stroke patients with increased use of order sets.

Team #2 focused on the Medicine Patient Flow Project, specifically the impact of Medicine Program Assessment Bays. This team designed and administered surveys to medicine inpatients, which assessed the quality of information shared with them about the purpose of assessment bays and their overall patient satisfaction while in the bays.

Additional congratulations are extended to Team #2, which was the winning project team and has advanced to the “Medical Idol finals”. They will be one of five semi-finalist teams (one from Windsor/four from London) that will present their final presentation on Monday, May 7, 2018 at the University of Windsor.

The SOP Team

Future@wrh.on.ca