

Friday, April 28, 2017



Observing the patient Journey

Despite the Patient Flow Improvement Program's best efforts to map out Windsor Regional Hospital's current discharge process, there are many questions that still remain. In an attempt to answer some of these questions, team members and recent Lean Six Sigma Yellow Belt graduates set out to follow four patients through every day of their hospital stay. Teams of observers tracked the progress of each patient's discharge plan starting from the day each patient was admitted. Patients were interviewed each day to check how well they understood their discharge plan and compared it to what was written

in the patient chart, what was discussed at Care Rounds, and what was written on the in-room white board. Three of the four patients were followed through to discharge, with one patient still remaining in hospital. The Discharge Projects' team members will spend the coming days analyzing the results and identify areas for improvement.

Eye on 5North

Over the next couple of weeks SOP is preparing, with the help of the 5North Team, Facilities, Guest Services and Infection Control to have a 5S event on Tuesday May 9. We are looking forward to sorting, shining, setting, standardizing and sustaining the unit with the goal of decreasing wasted motion and increasing the direct time nurses can spend on patient care. SOP will be conducting activity follows on the unit with the nurses prior to and post 5S. We will be documenting the activity in 1 hour blocks minute by minute for a twelve hour period to better understand how much time nurses are spending with wasted motion and time spent on direct patient care. The results will be shared with the staff on their new performance board that will be hung on the unit in the next couple of weeks.

Patients and staff are happy that the new in room white boards on the unit have arrived.

Recently a medicine patient had stated "I love those white boards, they tell me everything I need. I can also tell you that I'm here for more than 72hrs which is why the red dot is check marked. I'm still on IV medication. The white boards let me know when I get to go home".

Have a great weekend!

The SOP Team

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