

December 12, 2014

Hi Everyone,

As we move forward with our improvement plans, we are starting to see some small successes we want to highlight.

CATH LAB TABLE UTILIZATION

This week in the Cath Lab table utilization project, the team designed their new scheduling grid that will be reviewed and tested in the coming weeks. The team spent the last few weeks collecting and reviewing data from the Cath lab that helped to prepare the team for this important work. The new grid takes into account the different types of Cath lab appointments and reflects average appointment durations. For more information or questions please contact Lesley Borrelli (Lesley.Borrelli@wrh.on.ca), Cath Lab table utilization project lead.



FIELD RESEARCH



On Tuesday, members of the SOP team and our project leaders hit the road to explore transformation planning and improvement areas at St. Thomas Elgin General Hospital and the Toyota Assembly plant in Cambridge, Ontario.

As promised, here are some highlights from this learning experience:

“I learned how important it is to have everyone (all staff) "on Board" and working as a team when implementing process changes for best performance records. Also, the importance of continuous/ scheduled communication huddles on a daily basis to help rectify problems or deficiencies in a department.” - Shelley Persichilli, Booking Clerk, OR

“At the Toyota plant, I learned that ANY process can be improved, no matter how good it already is. We saw their row of award banners highlighting how the plant won multiple "platinum" awards for being the best/most efficient/safest plant in North America. Yet, they still implemented thousands of employee suggestions to make the plant even more efficient and safer. Yes, many of these suggestions are small, sometimes even trivial. But the lean process is based on continually implementing small beneficial changes that result in one great improvement over time.” - Ben Parent, Decision Support Analyst

“The most impressive learning was how Toyota rewarded and celebrated their frontline staff for designing and implementing improvements that made the work more efficient” - Dr. Andrew Petrakos, SOP Clinical Lead

CHRISTMAS HAMPER CHALLENGE

Finally, in the spirit of the giving over the holiday season, the SOP team is joining KM&T in sponsoring two local Windsor families through the Children’s Aid Society.

To complement the gifts and food items KM&T is providing, the SOP team is filling hampers with non-perishable items to stock their pantries and fill the children’s lunch boxes for school. Examples would be cereal, granola bars, fruit cups, juice boxes, etc.

To make it even more fun the SOP team is posing a challenge between the 11:00 (OR Scheduling/Cath Lab) & 1:00 (MRI/Med Fluid) Huddle teams to see who can fill the best hampers by Friday December 19th.

Over the next two weeks there will be hampers at each of the “11:00 & 1:00” huddles to collect contributions. The SOP leads will also bring the hampers to the weekly project team meetings to encourage participation.



We thank everyone for their participation and Dayna and Craig also thank you in advance for fueling their already competitive natures.

Have a great weekend,

The SOP and KM&T Team

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