

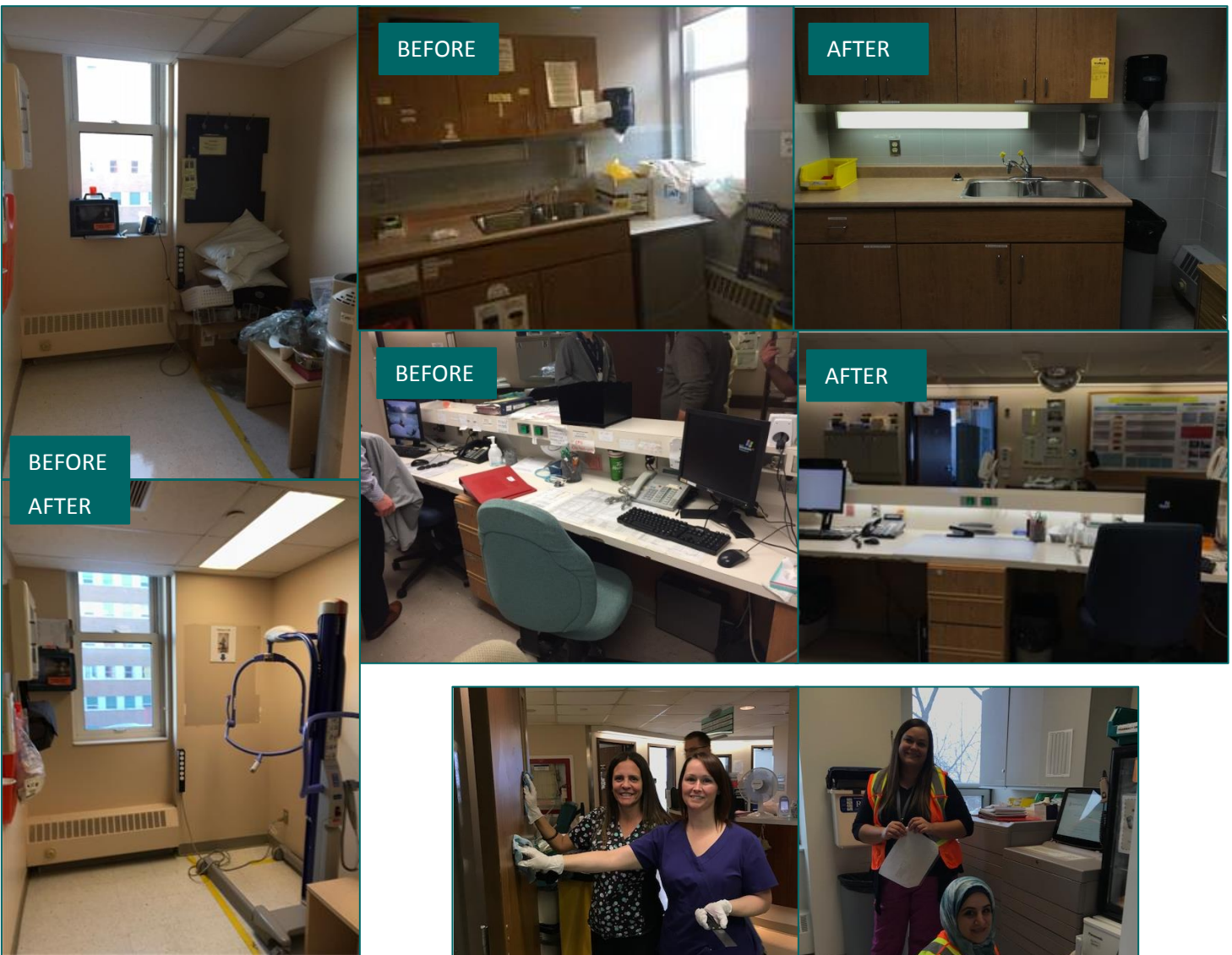
SOP UPDATES

Standardization & Optimization Process

Friday, December 15th

Clinical Teaching Unit getting organized

The Clinical Teaching Unit (CTU) on the 5th Floor at the Ouellette Campus opened in October. As the staff started, the unit quickly realized they needed some reorganization to improve their workflow. The SOP team was asked to help facilitate a 5S event this past Wednesday. The team from CTU, Guest Services and Facilities spent the day organizing and cleaning to improve efficiencies on the unit so that the nurses could spend more time at the patient's bedside and less time searching for things. Thank you to everyone that participated in this successful event!



CTU and Guest Services staff worked hard on Sorting, Setting in Order, Shining, and Standardizing. Now: Sustain!

Farewell to Anna Mullins, MBA Student

Anna Mullins, a Masters of Business student from the University of Windsor, completes her term with the SOP team on December 15th. She provided a helpful and fresh perspective in the launch of the QBP mobile app for patients, carrying out the 5S in the Mental Health unit, and developed the communication framework for rolling out the Patient Flow initiative. She will be missed by the SOP team for her attention to detail and thoughtful demeanor. Best of luck in the future, Anna!

Have a great weekend!

The SOP Team

future@wrh.on.ca

