

Friday, December 16, 2016

What is Important to our Patients?

The Standard Unit team has launched the new In-Room Patient Whiteboards on the medical and surgical units across the organization. These In-Room Whiteboards facilitate communication between our patients and their healthcare team. The In-Room Whiteboards provide a summary to improve the patients' awareness of the plan of care including duration of stay. The teams now ask the same question to each and every one of their patients- 'What's important to you?' and indicate the response on the whiteboard!

We have already received feedback from various staff members who have shared that their patients have enjoyed the new whiteboard, especially being a part of planning 'Today's Plan of Care'! Way to go team!

ROOM #:	PHONE EXT #:	
TODAY'S DATE:	TODAY'S PLAN:	WHAT IS IMPORTANT TO YOU?
NURSE NAME:		
PHYSICIAN NAME:		
DIET:	MOBILITY:	LEADERSHIP ROUNDS:
DISCHARGE STATUS: You will be leaving the hospital on this date: Your discharge time is:		COMFORT ROUNDS: A nurse will be back at approximately...

Pictured above is an example of the In-Room Patient Whiteboard, including all of the fields that are reviewed with our patients!



Pictured above, Irene, Dane, Dr. Petrakos, Kyle, Ben, Rana, Paige and Al respectively, after their last SOP team meeting.

Mastering Greatness

The SOP team has been fortunate to have students from the University of Windsor's MBA program working with us this semester. They have been a great addition to the team, and they tell us the placement has set them up for a successful future. "I learned I can apply my skills in any industry," says MBA candidate Dane Rife. He, along with colleagues Al Yelle and Paige McParlan, experienced, first-hand, the efforts being made to improve the patient experience at the hospital by adopting Lean principles in healthcare. "It has been an invaluable experience," explains Al, "my project management skills have improved tenfold". The transition from studying to working can sometimes be jarring, but thanks to the mentoring and guidance they received during their time as members of the SOP team, these students are well-positioned to enter the workforce with confidence, ready to apply their newfound skills. We wish them all the best!

Have a great weekend!

The SOP Team

Future@wrh.on.ca