

Friday, December 2, 2016

“QBP Pathway Improvement Program” launches with an exciting kick-off meeting

Windsor Regional Hospital has over 20,000 patients a year that are admitted for Quality Based Procedures (QBP). QBPs are groups of patients with similar medical conditions that offer opportunities for improved patient quality and improved hospital efficiencies by implementing best practice patient care. Windsor Regional has identified 5 initial QBPs for improvement as part of the Wave 3 **QBP Pathway Improvement Program** – Congestive Heart Failure, Hip Fractures, Community Acquired Pneumonia, Stroke and Chronic Obstructive Pulmonary Disease (COPD).

The Pathway Improvement Program is a series of projects designed to improve the patient experience and standardize delivery of care. Five working groups consisting of cross functional subject matter experts will each be dedicated to a specific QBP. These working groups are tasked over the next 4 months to identify best practice, standardized processes and implement pathway improvements with the ultimate goal of standardizing care for our patients and improving patient outcomes.

Over 40 team members from across the organization gathered yesterday afternoon for the program kick-off. The kick-off meeting provided information about what we are currently doing; future planning and what the vision is and never losing focus of how our patients will benefit from this process improvement.



Cross functional team members attend the kick-off meeting on December 1st

One click of a button

Not all process improvements are obvious to patients, visitors, and staff. But for those they affect, they are appreciated. Such is the case for Diana Roberts who was tasked with updating OR Turnaround Time data on a monthly basis. When she first saw the necessary process that involved opening Microsoft Excel, sorting data, updating filters, and fixing formulas, she was overwhelmed with the flood of expectations. Realistically, updating a single metric was going to take four hours of work every month. But then Alain Yelle, a University of Windsor MBA candidate, came to the rescue. “My goal was to make it as simple as a click of a button,” explains Alain. By programming Excel to do all the work that Diana was originally tasked with, Diana is able to complete the process with a simple copy, paste, and click of a button. It reduced Diana’s workload by omitting several hours of programming, but also took a huge weight off of her shoulders.



Updating the main metric for OR Turnaround Time got a lot easier. Simply click a button like the one above and save 99% of your time!

Have a great weekend!

The SOP Team

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