

Friday, February 24th, 2017

Patient feedback informing the work of developing Patient Experience Pathways

This week, six patients and caregivers came to share feedback about their in-hospital experiences. The goal of the feedback session was to gather information about how well patients and family understood and received communication during their journey, and give them an opportunity to suggest opportunities for improvement. This feedback is being summarized and will help to inform the work being done by QBP Pathway Improvement teams as they develop standardized Patient Experience Pathways (outlines the clinical pathway or patient journey in patient-friendly language).

More information will be shared with the teams next week, and will be featured in the April SOP Standard.



Patients shared how they understood and experienced their hospital journey with members of the QBP Pathway Improvement teams

Do you have any other ideas for how we can involve patients and their feedback? Let us know at future@wrh.on.ca

Safety Huddles launching across units to improve communication

On Thursday, February 16th, the eighth floor at the Ouellette Campus launched a new initiative called "Safety Huddles." Adapted from a best practice used in the Family Birthing Centre, staff huddle for 5 minutes (or less!) at the beginning of each shift to identify high risk patients, address outstanding safety issues, and manage any staffing concerns. By communicating up front, staff is able to proactively reduce the risk exposed to patients. Huddles at the Met Campus launch this week with the surgical units being the first to trial the new format. Stay tuned as safety huddles spreads across all units!

Have a great weekend!

The SOP Team
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