

February 26, 2016

## *Coming Soon....Improved Communication Using In-Room Patient Whiteboards*



*Communication has improved amongst patient care providers thanks to the new layout of our patient in-room whiteboards featured in this photo!*

Testing is complete on the in-room patient whiteboards and the new layout has been finalized. The Standardized Unit Project Team is looking forward to implementing the new boards across the Surgical In-Patient units and targeted Medicine units over the next few weeks.

The boards will feature a prominent area for “Today’s Plan” to capture what the focus of the day is for the patient such as medical tests, ambulation goals etc. Questions and/or concerns for the care team (i.e., physician/nurse/allied health member) can be captured in the “What Is Important to You?” section – which was noted as one of the many positive features of the board by patients and their family members.

### *Transferring Out of the ICU: Mini-Mapping Event*

Staff from Critical Care, Admitting, Utilization, After-hours, Housekeeping, Intensivists, Hospitalists, Transporters, and senior leadership all gathered on Wednesday morning last week to discuss how patients can be better transferred out of Critical Care units. During the three-hour session, the team identified eight major barriers, including the completion of transfer orders and communication between departments. Moving forward, there are five major areas of work for the team to complete to implement a new trial process by mid-April. As the team tries these new processes, look to the SOP Update and Standard for results!

## *SOP Welcomes Irene Wilson!*

We are very pleased to announce that Irene Wilson has joined the KM&T Team at WRH. Irene is an accomplished Quality Improvement practitioner, with a wide-ranging and extensive background in coaching and leading successful teams. Most recently she has been working with the Hospitals, CCAC, and community agencies in the Hamilton Niagara Haldimand Brant LHIN, as a key member of their Lean transformation work.

Irene has an extensive business improvement background having worked with KPMG, RBC, CIBC, UPS and other large companies in quality improvement roles. She has presented her work at several health care conferences and is currently completing her doctorate in Healthcare Transitions through the University of Bradford (UK). Please join us in welcoming Irene to the team who will provide SOP Program oversight and direction as Andrea McInerney goes on Maternity Leave in March.

Have a great weekend!!

The SOP Team

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