

SOP UPDATES

Standardization & Optimization Process

February 6, 2015

Hi Everyone,

We have some big news to celebrate this week! The Med/Fluid Incident project is starting off the New Year on the right note with zero incidents causing harm to patients reported for the month of January. This is the first month since realignment that we have achieved this goal. The team wants thank all of the staff at WRH for being diligent and providing safe and outstanding care – no exceptions!

We understand that one incident-free month does not itself make trend, but are hopeful that this is the start of something very positive. A reminder though that it is important to continue to report all incidents that occur, whether they are near misses, reached the patient with no harm, or did in fact reach the patient with harm. It is vital that we learn from these situations and use them as opportunities to improve our processes.

To celebrate we are bringing some sweet Lifesaver treats around to the units today. The Lifesavers represent the number zero and remind us that this is the number of med incidents we continue to strive for as a team. As you can see from the photos below, we've already been to some units. If you see us out and about today, stop by and say hi!

Well done everyone!

The SOP Team

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