

# SOP UPDATES

Standardization & Optimization Process

January 15, 2016

## *Improving Wait Times for Inpatient Referrals*

Last September, the MRI Team set the bar higher with respect to supporting the improvement of inpatient wait times. Building upon their success to date, the percentage of 48 hour turn-around-times (TAT) for In-Patient/Emergency Department referrals was raised from an average of 85% to 90%. Most recently, Ouellette Campus exceeded the target over a consecutive two-week period. During the week of December 21st, 92% of inpatient referrals were seen within 48 hours and during the week of December 28th, 91% of inpatients were seen within the targeted TAT. Although these are early results, both campuses have demonstrated the ability to meet the higher target and are working hard to keep moving in the right direction.



*Claudio Pullo (MRI Manager) reports out on the status of the project to members of the MRI team*

## *End of Shift Check Roll Out*

The med fluids team is preparing to roll out the End of Shift Check Process next week, starting with 8N and 7N at the Met campus. The End of Shift Check process will help catch any order that may have been missed otherwise. By doing so, we will be able to reduce the amount of medication errors affecting patients when Lab, DI and Medication orders are found and processed later than when the patient needed it.

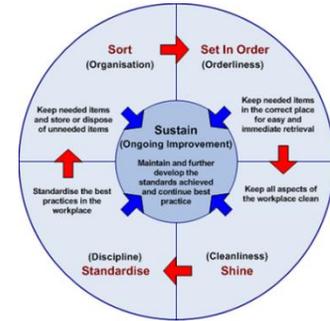
## *Quality Improvement Workshop*

The SOP Team is offering a 2-day Quality Improvement Workshop on January 19 and 20. The Workshop offers an overview of foundational Lean and Quality Improvement principles, tools and methods. This grounding assists the participants in supporting their QI teams to work through the improvement efforts each team is focused upon. Past participants have noted that this is a great opportunity to not only learn new approaches, but also to work with staff from other parts of the organization, with new perspectives.

## 5S on 6E/6W at Ouellette

The Standardized Unit project team will be completing a 5S on the 6<sup>th</sup> floor at Ouellette the week of January 25 – 29, 2016. 5S is a workplace organization methodology that involves steps and procedures related to arranging the space for an efficient, effective and safe work environment

5S is a commonly used tool that forms the foundation for building quality into daily work.



Have a great weekend!!

The SOP Team

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