

January 22, 2016

OR Cleaning Design Session

On January 15th, an interdisciplinary team (MDRD, Infection Control, Environmental Services, and Nursing) met to design one standard way of cleaning an operating room between surgeries as part of the strategy to reduce OR turnaround times.

The opportunity to standardize the cleaning method arose when the OR Turnaround Team noticed a large variance between the Ouellette and Met campus processes. This variation spanned from 5 min to 18 min.

After redesigning the cleaning process, the team redrew “spaghetti diagrams” to visualize the impact on worker flow within the new process. The team is looking forward to trialing their new flow in the OR. Stay tuned for results.



Staff members from both campuses create a Spaghetti Diagram to visualize the flow of housekeeping within the Operating Room

Medication Administration Time Change

The Med Fluid project team has been working to standardize medication administration times across both sites. An official launch of the medication administration time change will occur on Monday February 1st, this change will be noted on the Medication Administration Records (MAR's) used by nursing staff to administer patient medications. These changes will impact the Ouellette Campus staff and patients and reflect the current administration times at the Metropolitan Campus.

Thank You Novari!

Data is a long time friend of the SOP team. For each process that is improved and standardized across campuses, data is required in order to know how we are doing and if we are achieving our improvement goals.

In the OR Scheduling and Pre Assessment SOP projects, many of these data points have been collected manually by the booking staff members. Historically, this was the only method of collecting the information on a weekly basis.

Now, thanks to custom reports that have been created in the Novari software system, the team is able to answer these questions and MORE by pulling an electronic report. This will save team members even more time. Just goes to show: A team should never stop looking for ways to improve!

MET Grid Testing

After a week of scheduling patients with unique appointment times in PHS at the Met campus, the median patient wait time has dropped from 46 minutes to 20 minutes. The fracture clinic team has worked very hard to ensure that they don't overbook the clinic and that patient appointments are spaced at the right pace for the physician to reduce the wait time. We will be collecting and analyzing data to understand what additional barriers to flow exist and could provide new opportunities to reduce patient wait time.

Roughly 80% of fracture clinic patients require an x-ray, and the timing of the x-ray appointment with the clinic can disrupt or enhance the patient experience. We hope our data will help explain why some clinics flow well between x-ray and the fracture clinic, while others don't.

One of the specific challenges for Met patients is wayfinding. Our patients have indicated on their experience surveys that they have trouble locating the fracture clinic in the basement, and that navigating between the clinic and diagnostic imaging can be also difficult. We will be testing a solution for this issue in the coming months.

Have a great weekend!!

The SOP Team

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