

Friday, January 27th, 2017

5 QBP journeys, 1 focus: the patient experience

Each of the 5 QBPs teams is focused on improving and standardizing patient care. Each team shares below one of the highlights of their work this week.

- **Ischemic Stroke:** Patient safety and avoiding potential adverse outcomes were the focus this week. Our pharmacist representative provided valuable comments about potential drug complications and how to prevent issues by including the right information on the order set.
- **Community Acquired Pneumonia:** Receiving the best antibiotic with the appropriate dose and duration is key, to best practice. Members of the Antimicrobial Stewardship Team have been providing feedback about using the correct antibiotics for patients with this diagnosis.
- **Congestive Heart Failure:** Preventing a patient from having to be readmitted back to the hospital starts by ensuring patients have the right follow-up care after discharge. A 48 hour post-discharge phone call is being explored and a potential option to help CHF patients.
- **Hip Fracture:** The Communications department joined the team to discuss new ideas for providing patient pathway and discharge information. Videos that could be shown in the patient room, written guidelines, and online tools were discussed that might form a part of the Patient Experience Pathway.
- **Chronic Obstructive Pulmonary Disease:** A patient's hospital encounter is most affected by the front line staff they see every day. The team is bringing forward front line staff to provide feedback on the work and how Clinical Pathways can be used to provide better care.



Members of the Pneumonia QBP team after their Wednesday early morning.

We need your help!

The QBP Pathway Improvement project teams are looking to collect patient feedback on how well we communicate what a patient should expect during their hospital stay. Traditionally, teams have used paper-based surveys to collect this information. In the spirit of trying new ways to get better results, we want to hear from you:

What is the best way to collect patient feedback?

Let us know by emailing future@wrh.on.ca or dropping by one of the SOP offices. We look forward to hearing from you!



Good Bye for Now

We are saying good bye to Rana Allawnha this week. Rana has been with the SOP team since May of 2016. She will be returning to her front line nursing position on 7/8North at the Met campus. Rana has been instrumental in the progress and success of the Standard Unit. She has been a leader as a change agent to improve the patient journey across both campuses. We want to wish her good luck and thank her for all her great work with SOP.

Have a great weekend!

The SOP Team

Future@wrh.on.ca

