

Friday, July 14th, 2017

Communicating better when a patient leaves the hospital: Cut the band. Wave the hand!

Currently, there are no “check out” instructions given to a patient when a patient is discharged from the hospital – simply leave the hospital when transportation arrives.

The Admission Process SOP team recognizes that this is a missed opportunity for both the patient and the hospital. To take advantage of this opportunity, the team is trialing a revival of “Cut the Band, Wave the Hand.” In this process, the patient stops at the nursing station on the way out to ensure all belongings are in the patient’s possession, the wristband is cut off, and the unit staff wave goodbye to the patient. A prompt call to Admitting is made to ensure an efficient turnaround of the bed.

“Patients benefit from a final check of belongings and the hospital benefits from a more efficient process of turning beds over for new patients,” says Devon Lanspeary, a Green Belt on the Admission Process team and lead for the roll out of this process change. Cut the Band Wave the Hand is being piloted on 8 West at the Ouellette Campus and on 5 North (starting July 17th) at the Met Campus.

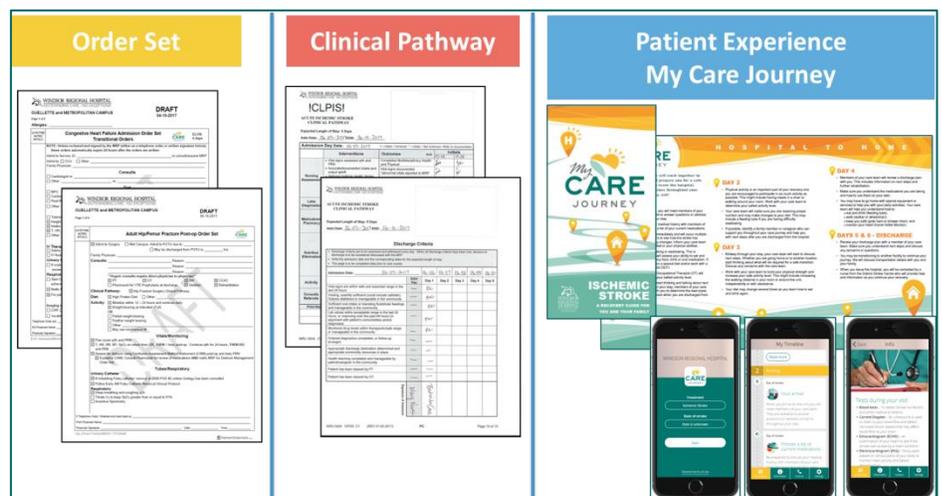


Moving forward to standardize care: QBP Pathway training starts next week

QBP Teams now have QBP Improvement Bundles finished and ready to go. Over the next weeks, unit leaders will be attending “Train the Trainer” sessions. At these sessions, attendees will learn more about how best practice medical orders (Order Sets), guides to care (Clinical Pathways) and patient and family information (Patient Experience Pathways) will improve care for patients. They will also learn the specifics of what will change for staff and patients.

After receiving the Train the Trainer materials, leaders will return to their units to train all front-line staff involved in patient care.

The goal is to implement the first 5 of many QBP Bundles on August 21st. Look for more information on your units in the coming weeks.



Have a great weekend!

The SOP Team

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QBP Pathway Improvement Bundles come with three important components for physicians, care teams, and patients and family members.