

Hello Everyone:

## How do we decide where we're going to start?

Our mapping sessions always highlight lots of opportunities for us to work on, but where do we start? Most of the time our groups will work out their priorities when they develop their master schedule but sometimes there are so many key objectives that even that is difficult and they need to prioritize their opportunities. Our Standardized Unit group found themselves in this very position recently when they started to work through their master schedule so they used a priority matrix tool to determine what to work on and in what order. With this tool the team determines how easy it is to implement, and what is the impact/benefit of this item to assist in the prioritization.



High impact / Low effort - Top left Corner

## The value of a different Set of Eyes

During the course of our projects it is important to get view processes from all perspectives. We take different approaches to achieve this.

In our Pre Assessment project, the team has decided to start by standardizing the patient experience within the Physio portion of the PSS appointment. Therefore, the PSS team has invited Physio to participate in this redesign as they are the process owners and best understand the work. PSS is excited to start this phase of the project with the correct players at the table!

The OR Turnaround Time team recently conducted a 'shadowing' day where project Co-Leads and Clinical Practice Leads spent a morning in their sister campuses Ortho OR. This allowed the team to get on the same page regarding the similarities and differences between our processes at both campuses. Now that we understand and have seen each process with our own eyes, we can improve!

## All on the same page

A final reminder that the Wave 2 projects join our Friday Huddles this week at 11:00 am and 1:00 pm. We hope that you come out and take in the progress to date on these projects. This is your opportunity to learn about all the projects and ask question of the team leads. **Hope to see you there!!**

**11:00 - Cath. Lab, OR Scheduling IT/Systems, OR Turn Around Times, and Ambulatory Clinics**

**13:00 - Med/Fluid, MRI, Critical Care, and Surgical IP-Standardized Unit**

Have a great weekend!

The SOP Team

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