

Friday, July 21, 2017

## *Reduced patient wait times too good to be true?*

When the Ministry's wait time agency, Access to Care, noticed the change in WRH's length of stay for admitted patients, they thought the results were too good to be true. Theresa Morris shared the story this week at Monday Morning Huddle.

"Access to Care, flagged Windsor Regional Hospital, regarding the change in our length of stay for admitted patients. They were questioning our data regarding the huge improvement from our data last June to this June. They were so surprised they were questioning if there were inaccurate submissions. We have shaved hours off our length of stay for admitted patients at the 90 percentile."

Access to Care Ontario in partnership with the Ministry of Health and Long-Term Care are leaders in Ontario's health care system. They help improve patients' access to health care services and reduce wait times. This is great news for patients and our hospitals - the reduction in wait times are being noticed outside of our hospital!

## *Thank you to Met Campus Admitting Department*



*Jessica, Dina and Hillary from Met Admitting*

The Patient Flow team wants to send a big thank you to the Met Campus Admitting team for their patience and contribution by manually collecting data for the past six weeks. They have been collecting times to help the Patient Flow team make decisions to improve the flow of patients from the Emergency department to an inpatient bed. Thank you team!

## *Welcome back Dayna Eagan!*

The SOP team welcomes back Dayna Eagen this week, now the proud mother of 1-year old Ripley! Dayna joined Windsor Regional Hospital in 2014 as part of the SOP journey for process improvement and was instrumental in many of the success stories you see today. Be sure to say hi!

Have a great weekend!

The SOP Team

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*Dayna Eagen, SOP Coordinator*