

# SOP UPDATES

Standardization & Optimization Process

Hello Everyone:

## *Wave 2 joins in*

We would like to thank everyone for their support last week during our Friday huddles when the wave 2 projects joined in. Our leads did a fantastic job updating everyone on the progress made so far with their projects.

## *Making improvements*

Last week our Clinics group held a Kaizen event

for improving the referral process for the Fracture Clinic. Kaizen is the Japanese word for continuous improvement. We use the Kaizen event when we want to expedite the improvement process or get people outside our normal team involved. One of the first objectives for the Clinic group is to streamline the referrals and we needed to get feedback from the users of the referrals to develop a better method that we can all work with.



## *Taking Time from busy schedules*

The OR / PSS group held a mini mapping event on Thursday evening with some of our surgeons to get a better understanding of the H&P requirements and gaps that we now experience when trying to schedule our PSS appointment. Our goal is to

have all the information available so that our patients have a booked appointment 6-8 weeks in advance of their surgery.

Have a great weekend!

The SOP Team

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