



Standardization & Optimization Process

June 13, 2014

Hi Everyone,

Starting today we will be sending out regular updates to keep you all in loop on where things stand with the Standardization & Optimization Process (SOP). Our first two months have involved a great deal of learning about the hospital and about everyone's role in ensuring patients receive outstanding care. The following are some of the highlights you'll be seeing as we enter the next stage of the process.

Opportunity Search: The opportunity search is now underway. This is the process of gathering data, speaking to staff and analyzing patient pathways to determine which programs and services will benefit most from standardization, defining where we should start. As part of this opportunity search, we will be conducting "work-shops". These 2-hour sessions with members of selected departments or programs will allow us to get the big picture of what is happening in certain areas, dig deeper and fully scope the opportunities that may exist. Again, this will help us prioritize areas and programs for the first phase of SOP projects. By the end of June we will hopefully have selected our 4 or 5 priority areas where standardization will begin.

Training: This past month we started training members of the leadership team. The two-day training sessions are designed to get everyone on the same page by helping them understand the tools and methods we will use in the Standardization and Optimization Process.

New Team Members: Last month KM&T and WRH conducted an extensive search for new team members to work as part of the SOP team. The successful candidates completed a full day assessment where they were asked to go through a grueling interview, conduct a presentation and work as a team to build a spaghetti tower and solve logic problems. We are pleased to welcome Fatima Al-Roubaiai, Craig Hilton, Sherri Ann Franz and Dayna Roberts who will begin work with us next week.

Project Management Office (PMO)- Our way of tracking our SOP progress is called PMO. Our PMO uses the large boards you may have seen at our rooms at Met or Ouellette. Some of you participated in projects which we used to show-case the concept of this method and how the document templates are used. Going forward, we will focus on SOP related projects to ensure we remain aligned with the goal of an identical, excellent patient experience on both campuses.

Thanks again to everyone who visited us at our open houses, everyone who has stopped in to say hello or has greeted us in the hallways. We hope you will continue to ask questions and share any ideas or concerns you have related to the project with us. Our offices are located at the Met Campus Health Sciences Library and the Amherstburg Room at the Ouellette Campus.

For more information on SOP, please visit: <http://www.wrhsop.ca>

Thanks, John McKillop, KM&T