

Friday, June 17, 2016

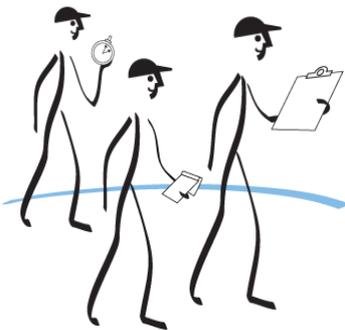
## *8E Launches Shift to Shift Report*

The SOP Standard Unit Project Team has been working diligently alongside the staff on 8 East at the Ouellette Campus to help facilitate the official launch of the Shift to Shift report. The SOP Team and 8E management have been educating and collecting feedback from front line staff on the use of the Patient Summary Tool (PST) and associated tools for Shift to Shift report.



Based upon input received from front line staff, updates to the original Shift to Shift format have been made. To improve the reporting experience, 8E nursing staff suggested eliminating Shift to Shift report in a large group setting and move to decentralized, module-based groups. This change has allowed each nurse to better focus on patients in their assigned module and has reduced the overall report time by one third!

A big thank-you to the staff on 8 East for your suggestions and enthusiasm! We'd also like to thank Kristin Kennedy (Operations Manager) and Nick Sapardanis (Clinical Practice Manager) for all of their support and assistance during this transition!



## *Preparing for a 5S in the Fracture Clinic (Met Campus)*

The Ambulatory Clinics - Fracture SOP Project Team will conduct a walkthrough to look for opportunities to align their physical layout with their new process. The information gathered from this walkthrough will help the team determine their plan for an upcoming 5S next month. The project team has also completed spaghetti diagrams to identify waste such as excess physician and patient motion. Team members hope to decrease the amount of time it takes to treat a patient by having most of the materials needed at the bedside.

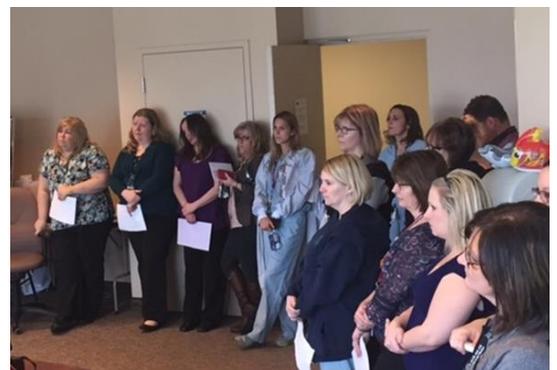
## *Updates to SOP Weekly Huddle Reports*

Every Friday at 1100h & 1300h (excluding holidays), the SOP project teams, management and executive leadership come to hear about the progress of each of the projects in the SOP offices at Ouellette and Met Campuses. The SOP Team is entering cycle 2 of their Plan-Do-Study-Act (PDSA) concerning the style of these reports at weekly huddles. The new format involves data reporting through the lens of patient impact. This subtle shift to patient-focused reporting helps to better understand the reasons for change. Everyone is welcome at huddles – come out and see what your coworkers are doing!

Have a great weekend!

The SOP Team

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*Project Team members gather in the SOP office at Ouellette Campus to hear project updates at the Friday Huddle (April, 2016)*