

# SOP UPDATES

Standardization & Optimization Process

June 20, 2014

Hi Everyone,

Things are picking up in the world of SOP. Tomorrow is the first day of summer, but that doesn't mean we slow down, in fact, we are getting ready to shift into high gear as we enter the next stage of our journey.

For the past two months, we have been conducting an opportunity search - analysing hospital data and speaking with staff to find out which departments or programs would benefit most from the standardization & optimization process. Once we have the results of the opportunity search we'll be ready to announce which departments or programs will go through the process first. That information should be ready by mid-July. At the same time, we will also release a long term road-map detailing the SOP timeline for these and other areas.

**PMO:** Those groups selected to begin the process of standardizing care to improve patient experiences will become very familiar with our Project Management Office (PMO) and the PMO wall which is a way to chart out the entire project and keep track of what is working and what isn't. For more on the wall and how it works, check out the following video with a detailed explanation from KM&T CEO, Steve Boam.

[Click here](#) to view the video.

**New Team Members:** If you happen to run into any of these people in the hospital, please introduce yourself, and make them feel welcome. They are our newest SOP consultants.



Craig Hilton, Sherri Ann Franz and Dayna Roberts will support the SOP by working with employees on the identified work-streams to standardize the patient experience across both campuses.

**Training Sessions:** Many department leaders have already completed our training which is 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. We have two more training sessions scheduled for July 3 & 4.

**Workshop Dates:** This week we held our first 2-hour 'work-shop' session with members of the OR team on both campuses. We got some great input and ideas on how OR on both sites could be improved and it is definitely the start of idea sharing and best practice cross campus. We have two additional workshops scheduled for next week with Surgical Services and Medicine Services staff.

**Send us Your Vision:** Last week we held a visioning session for some members of the WRH leadership team who had the opportunity to brainstorm ways to improve patient experience and future services. If you have ideas you would like to add to that discussion, please send them to [future@wrh.on.ca](mailto:future@wrh.on.ca) or come by the KM&T office to share them with members of the SOP team.

Have a great weekend everyone,  
John McKillop, Managing Consultant, KM&T