

Friday, June 23rd, 2017

*Improvement leaders are wearing new belts:
Join the celebration TODAY at 11am*

Join us at 11am in both SOP Offices as we congratulate over 20 improvement leaders who are receiving their Lean Six Sigma Green Belt certification. Joining their Yellow Belt colleagues, Windsor Regional Hospital has graduated over 65 change agents and improvement leaders.



This training program is designed to help embed continuous quality improvement into the Windsor Regional Hospital culture and offer individuals an opportunity to take the skills they've learned so far during the SOP program to a higher level. The knowledge and expertise of Belt Training offers the ability to translate patient needs into standard, consistent care processes that deliver positive patient experience.

My Care Journey: A Recovery Guide improving communication with patients and families

The QBP Pathway Improvement Program has three components: Order Sets (for physicians), Clinical Pathways (for the care teams) and Patient Experience Pathways (known as "My Care Journey"). The My Care Journey program provides patients and their families with diagnosis specific information about what to expect on each day of their hospital stay. This is delivered in the form of a brochure provided when admitted, a website with more information, and soon we will also have an innovative and creative mobile app that explains specific day by day treatment and recovery steps.

Patricia, a patient on 8W at the Ouellette Campus, participated in the pilot for stroke patients. She shared that she found the brochure "excellent, incredible and helpful". "Having had two previous strokes, I wish I had known this information before. The test section was very helpful because I didn't know what kind of tests I might have". Not all of Patricia's family lives in the area, so she was excited to share the website with her family members so they can share in the journey with her.

We are looking forward to rolling out these new tools to improve patient experiences. Look for more information over the coming weeks as teams begin training and implementing.

For a sneak peek of this work, [click here](#).

Have a great weekend!

The SOP Team

future@wrh.on.ca



The daughter of a stroke patient reviews the My Care Journey brochure learning about what to expect during the hospital stay.