

Friday, June 24, 2016

Relocating Things Can Go A Long Way!

While providing patient care, the staff in the Cataract/Eyes Clinic often experienced frustration due to having to reach over equipment and navigate around furniture in their post anaesthetic care unit (PACU).

Taking the lead, the Cataract/Eyes Clinic Project Team staff studied the way the space was being currently utilized and determined the optimal layout to provide more efficient care. They relocated printers, paper bins, and supply shelves to locations that not only made it easier to work, but also helped de-clutter the PACU to create more room for patients to move. By reorganizing the space, a nurse in PACU now saves 1200 steps per day— that's the equivalent of walking 6 football fields per day!



The project team successfully conducted a 5S of their clinic's PACU space resulting in efficiencies for both patients and staff!

Visual Cues for the Operating Room (OR)



To support efficient response times, wall-mounted flags will be trialed shortly at Met Campus to indicate when an OR requires cleaning.

The OR Turnaround Time team has long been challenged to standardize how Environmental Services staff is notified to clean an OR after surgery.

At the Ouellette Campus, the Housekeeping Team relies on pagers to cue when they are needed at a specific OR – a process that yields virtually no idle time between case completion and cleaning start.

At the Met Campus, the staff rely on far more subtle clues to know when a case is complete. Such clues include: the “click” of the brakes on stretchers; open OR doors; and general commotion about the room.

Despite the lack of a formal notification system, the staff at Met Campus have achieved a median response time of one minute! This response time is so good in fact, that it does not make fiscal sense to pay for the relatively high cost of pagers to reduce the response time. Instead, the Met OR Team will be trialing a flagging system where a single flag is flipped to signify when a room needs cleaning. This system will allow Environmental Services staff to simply look down a hallway, rather than having to focus their attention on all of the informal and subtle clues. Flags are expected to be installed in July and the trial to start immediately thereafter.

Improving Communication With Patients

We are pleased to announce that the In Room Patient White Boards are up and being used for patient information on both 8 East at Ouellette Campus and 4 North at Met Campus! The In Room Patient White Board captures important information that is relevant to our patients' stay such as: the plan of care for the day; information about discharge status; when the nurse will be back; as well as an area for patients to express what is important to them during their stay! The board is updated regularly, with the newest information by different members of the care team in an effort to keep communication consistent and regular between patients and all of their care providers.

Have a great weekend!

The SOP Team

Future@wrh.on.ca

ROOM #: 4101A	PHONE EXT #: 5566	 WINDSOR REGIONAL HOSPITAL OUTSTANDING CARE - NO DEDUPLICATION
TODAY'S DATE: May 10, 2016	TODAY'S PLAN: X-ray of left arm at 1pm	WHAT IS IMPORTANT TO YOU? Keeping my pain controlled
NURSE NAME: Kevin		
PHYSICIAN NAME: Dr. Zakaria		
DIET: Diabetic	MOBILITY: Independent	LEADERSHIP ROUNDS: May 10 th , DR
DISCHARGE STATUS: You will be leaving the hospital on this date: Thursday, May 12 Your discharge time is: 10am		COMFORT ROUNDS: A nurse will be back at approximately... 
<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>		

To support the communication of important information between patients and their care team, newly designed In Room Patient White Boards are being initiated at both campuses.