

Patient Flow Improvements Since Launch

Patient Flow teams have been working since October, 2017 to improve the overall flow in the Medicine Program from point of entrance in ED through to patient discharge. The team excitingly shared their results with the LHIN by sharing our improvements to date. The team presented their scorecard and the results the Patient Flow Team have made. The results were well received and have now been incorporated into the scorecard for regular review (see green column). Keep up the great work Patient Flow Teams - we look forward to hearing more about the project success!

Reporting for the week of May 25th-31st

Metric	Admission (A) Discharge (D) Lead	FY 16/17	Goal	Target	Met Campus			Ouellette Campus		
					This Week	Last 4 Weeks	Since Launch (Oct. 23/17)	This Week	Last 4 Weeks	Since Launch (Oct. 23/17)
Admit to Bed Times (in hours)*	A - Janice N	11.0	0	M: 3 O: 5	2.8	4.9	4.4	6.6	5.1	6.8
# of Patients Beyond EDD by 5 Days or More (avg per day)	D - Michele/Marie	N/A	0	24%	38 out of 122 (31%)	37 out of 122 (30%)	36 out of 122 (30%)	38 out of 126 (28%)	36 out of 126 (29%)	35 out of 126 (28%)
# of Patients Admitted Off Service (total for the week) ***	N/A	38	0	M: 3 O: 4	3	3	4	6	6	5
# of ALC patients (avg per day - 2N ALC patients in brackets)	D - Michele/Marie	M:18 O:30	0	M:18 O:26	16	16	13	22(7)~	22	23
# of Admit No Beds (avg at 7am)	A - Debbie R	M:8 O:16	0	M:2 O:3	1	2	2	4	3	3
Discharge by 11:00	D - Monica S	M:31% O:16%	32%	32%	48%	38%	29%	11%	15%	16%
Discharge by 14:00	D - Monica S	M:72% O:54%	70%	70%	78%	72%	68%	51%	57%	57%
Weekend Discharges (avg # discharged on: weekdays/Saturday/Sunday)	D - Dr. Seski	M:13/7/6 O:13/8/6	TBD	TBD	15/6/6	14.5/6/6	14.5/7.5/8	14/12/8	16.7/7.3/7.5	16.7/9.6/7
# of Patients to Assessment Bays (medicine only)	A - Emily C	N/A	100%	100%	72 of 76 (95%)	270 out of 288 (94%)	2294 out of 2429 (94%)	37 out of 50 (74%)	180 out of 233 (77%)	1566 out of 1778 (88%)
# of Grey Days (total for the week)**	TBD	NA	0	TBD	9	Coming: June	Coming: June	27	Coming: June	Coming: June

Improvement Since Launch Oct 23, 2017

- Admitted patients wait 5.4 hours less for an inpatient bed
- Met: 24 less patients beyond EDD >5 avg./day
Que: 14 less patients beyond EDD >5 avg./day *weekly - since Oct 23, 2017
- 33 less patients admitted off service
- M: 5 less alternate level of care patients/wk
O: 7 less alternate level of care patients/wk
- M: 6 less admitted pts without a bed at 700
O: 13 less admitted pts without a bed at 700
- D/C 11: Met 2% decrease, Que remains the same
D/C 14: Met 4% decrease, Que 3% increase
- M: Sat 1 /Sun 2 increase in patient discharges
O: Sat 2/ Sun 1 increase in patient discharges
- M: 94% of medicine pts were placed in assessment bays (since launch)
O: 88% of medicine pts were placed in assessment bays (since launch)

Friday, June 8, 2018

Patients & Families are on board with WRH My Care Journey App

10 MOST OPENED INFORMATION ITEMS	
Name	Opens
About Windsor Regional Hospital	146
The Language of Hospitals	141
Our hospital services	135
Emergency care	121
Your care team: If you have any questio...	119
What is COPD?	117
Oxygen machines at home	110
Our hospital services	110
Imaging and tests	102
Hip Precautions: Rules to follow after y...	102

There has been a great deal of activity since we launched our WRH My Care Journey Mobile App. The App contains information on all of our QBP diagnoses, including what to expect in the hospital and post discharge. Take a look at the most commonly viewed pages in the app. Thank you to our staff for continuing to promote the app to our patients and their families!

To download the free mobile app, search for WRH My Care Journey in the App Store or Google Play and press *download* to install on your device.

App page views since Sept 2017

New faces in the SOP office

Welcome back Anna Mullins to the WRH SOP team. Anna comes to the SOP team with a vast knowledge of healthcare and process improvement through her MBA in Healthcare Management and Bachelors degree in Human Kinetics. During her MBA Anna worked on various process improvement projects here at WRH, including the patient flow improvement project roll out. Anna is excited to be back at WRH and is eager to get started with Wave 3 of our QBP pathway!



Anna Mullins SOP Coordinator

Anna will be filling in for Dayna Eagen, who is away on maternity leave. Congratulations to Dayna and her family on the early, but safe arrival of Fox Brendan Eagen.



Sheraz Thomas SOP Coordinator

Welcome to Sheraz Thomas, SOP Coordinator. He will be starting with WRH on June 12, 2018. Sheraz comes to us from the Windsor-Essex Community Health Centre. He has an MBA from the University of New Brunswick and also has a great deal of experience in healthcare project coordination, data management and leading the implementation of new initiatives.

Welcome to the SOP Team Sheraz and Anna. Welcome them to the team!