

Friday, March 3rd, 2017

## *Mapping the flow of patients through the hospital*

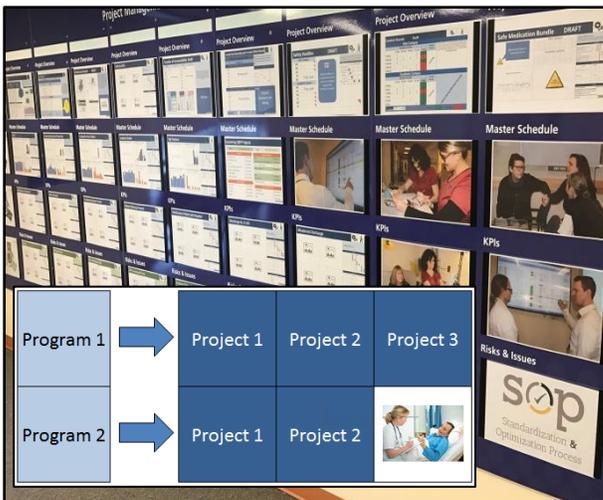
Earlier this week, employees from various departments at both campuses met to map out the process of moving patients from the Emergency Department to an inpatient bed following admission. There are more than ten separate individual roles in this process, which includes selecting a bed, preparing the bed for the patient, and transferring the patient to the unit. Nearly all of the attendees left the session with a new appreciation for the complexity of the process.

The next step for the Patient Flow project teams is to simplify communication in the process so that patients have more seamless transfers and experience shorter waits in the Emergency Department.



*IT TAKES A TEAM: A cross-functional group, including front-line staff, map the process that occurs when a patient is admitted.*

## *PMO Success Board improved to focus on patient outcomes*



The SOP team is excited to announce some changes to the “big blue wall” in the SOP Project Management Office (PMO) at both campuses. This project management tool has undergone some continuous improvement itself to provide updates on the 20+ projects and bundles being implemented by WRH teams.

The board is now called the “PMO Success Board”. It will highlight the accomplishments of current and alumni projects. The success board will also provide a summary of each project or bundle by focusing on Patient Outcome indicators, project goals, schedules, risks and issues, and project team members. We’ve also added some photos of these teams in action.

We welcome anyone and everyone to stop by and check out our updated PMO Success Board!

*UPDATING OUR LOOK: Stop by one of the SOP offices to see our improved PMO Success Board*

## *We want to hear from you!*

What impact has process improvement had on your program or department? Do you have a story to share about how the work of these teams has made life easier or improved the experiences for our patients? Please send your stories, ideas, thoughts and questions to us at [future@wrh.on.ca](mailto:future@wrh.on.ca)

Have a great weekend!

The SOP Team  
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