

March 4, 2016

## Clinics



*Fracture Clinic now has a sign informing patients that they will be seen at their scheduled appointment time and not upon time of arrival. This is one of the changes that has helped the Fracture Clinic SOP team reach their wait time target of 20 minutes or less*

Patients in the fracture clinics are experiencing shorter wait times. Wait times still vary, but we have had a number of clinics which are approaching our target of 20 minutes or less wait time for 90 percent of the clinics' patients. Our best clinic so far was on February 23<sup>rd</sup> with Dr. Annette, where 90 percent of patients waited 16.7 minutes or less. Second best was Dr. Elashaal's clinic on February 11<sup>th</sup> where 90 percent of patients waited 20 minutes or less. This success is due to a new approach to scheduling patients, and many changes which ensure patients are seen in order of appointment time.

Congratulations to the fracture clinics team at Met and Ouellette on all the hard work to improve the patient experience.

## Hats on for Healthcare!



*Members of the SOP & Learning and Workplace Development teams sporting their pirate themed hats for the Hats on for Healthcare Initiative*

## *Total Joint Patients Pre-Assessed in One Visit!*



*Members of the Ouellette Pre-Assessment Clinic Team in final preparations for the launch of one stop shopping in the PSS clinic for total joint patients*

On Tuesday March 1, the Joint Clinic was officially merged into the Pre-Admission Clinic. This merger will save patients who will be undergoing a total joint replacement, an extra visit to the hospital prior to surgery. On average, 20 patients per month came to the Ouellette campus for two visits. Patients will now receive all of the information and education needed prior to surgery all in one visit. The next step for the PSS SOP Project Team is to improve the efficiency of scheduling and flow through the Pre-Admission Clinic.

Have a great weekend!!

The SOP Team

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