

Friday, May 12th, 2017

Designing the future of patient flow by exploring best practices from the UK

Improving the flow of patients through the hospital has incredible benefits for both patients and staff: less waiting time, fewer bed moves and transfers, and less time in the hospital by reducing care delays. Last week, Bernie Bluhm, a KM&T Improvement Consultant with experience as a nurse, manager and COO in the UK, encouraged hospital staff to start thinking differently about patient flow. She facilitated a cross-functional team in a future state mapping and brainstorming session of how patient flow and discharge planning could look in the future.

Not only did Bluhm share proven concepts from the National Health Service (NHS) in the UK, she also refocused and reminded the team of the most important goal: providing the best quality, timeline, and outstanding care for our patients... no exceptions!



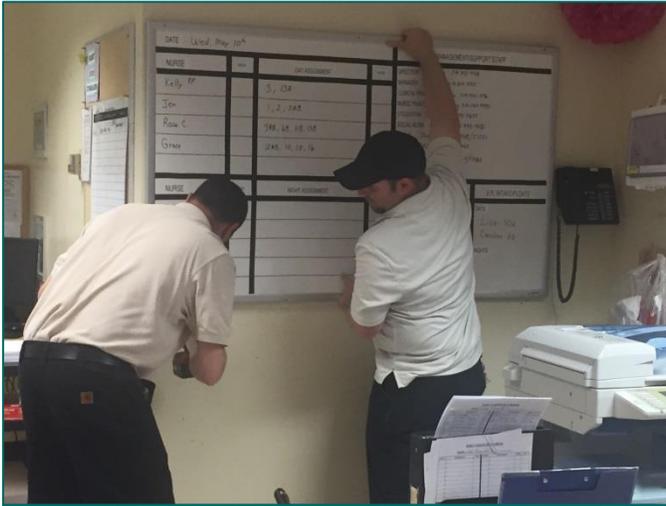
Mental Health begins standardization journey with SOP

The SOP team is eager to start the journey of implementing Standard Unit bundles within Mental Health. The team will be reviewing best practice guidelines surrounding standardizing care in Mental Health, and will be applying the principles of the Standard Unit and Model of Care to the program.

Jonathan Foster, Director of Mental Health and Regional Renal Programs, shares in the excitement of this initiative to release time for staff to spend with patients to improve their care. "We are excited to start the Model of Care work in the Mental Health Program. Many of us have seen first hand the great work that has taken place in the medical and surgical units and how that has benefitted patients and staff. Our team in mental health has some great strengths – this is an opportunity for our front line team to use those strengths to improve our processes and deliver the best care possible to our patients and their families."

5S'ing 5N - Sort, Set, Shine, Standardize, and Sustain to reduce wasted time

Over the past two weeks, the team on 5N has been cleaning, organizing, and improving their work area. This culminated with a 5S event this past Tuesday. Thank you to all of those who supported this effort.



I was very impressed by the hard work done by the 5S team on Tuesday. The results create a strong visual sense of organization on the floor.

Lack of clutter and cleanliness send a strong message to patients and families that we are a professional organization with well-defined priorities.

Dr. Rob Seski

Have a great weekend!

The SOP Team

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