

Friday, May 13, 2016

Reducing wait times for appointments in the Enhanced Neurological Access Program Clinic

The SOP ENAP project team is working to reduce the time the patients wait for an appointment. Right now, patients wait an average of almost 10 days. The goal of this project is to get this down to one week or less.

Last week, the team conducted a full-day process mapping session and captured the current state process. They looked at the time a referral is received for a patient to have an ENAP Clinic appointment, to the time the patient leaves the clinic with a complete health record completed. Patient Valerie Oltean added crucial insight and information to the mapping process. Now the SOP ENAP team will look at reducing some of the waste discovered in the process with the support of Project Leads Sharon Allen and Darlene Parent.



PATIENT PERSPECTIVE: Patient Valerie Oltean shared her invaluable perspective during the mapping process.

Decreasing Delays Between Service Providers



One of the biggest challenges for Metropolitan and Ouellette Fracture Clinics is the coordination of services between providers. Patients are often late for the clinic portion of their appointment when having to obtain x-rays.

A change in the way appointment times are communicated to patients has decreased delays by approximately 13 minutes. This has also contributed to improved patient experience and decreased patient wait time.

The SOP Fracture Clinic Project Team is continuing to work on additional changes to improve the timing of appointments.

5S Success on 4N Using a New 1-Day 5S Format

Once a multi-day event, the Standard Unit Medicine Team has worked with 4N (Metropolitan Campus) to reduce the 5S event to a single day. To support the 1-day 5S format, the project team implemented a number of different strategies.

In preparation for the 5S, the frontline staff from 4N were educated on the changes that would occur during the 5S event. The project team took a proactive approach by collecting feedback and suggestions from facilities, environmental services and frontline staff to ensure any decisions and pre-work that was able to occur prior to the 5S event was completed. These strategies allowed the 5S team to focus strictly on sorting, setting, shining, standardizing, and sustaining



Left: The equipment in the Multi-disciplinary Room on 4N before the 5S event.

Right: After the 5S, designated areas, signage and limits were set for the equipment.

components of the 5S on the event day. The result: 4N and the Standard Unit Medicine Team were able to accomplish their work on May 3rd within 12 hours! Congratulations to all those involved in supporting the 5S!

Have a great weekend!

The SOP Team

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