

Friday, November 17th

Promoting the My Care Journey mobile app with staff, patients and family members

Sharing and promoting the mobile app with patients and their family members is an important part of improving the patient experience. A patient in a recent focus group shared with us: **“When you have a life changing situation, you cannot get enough information. You would want that app and that information!”**



Front-line staff play one of the most important roles in a patient's care experience as they communicate with the patient and family, answer questions and provide education about a patient diagnosis and treatment plan. This is why each medical and surgical unit has nominated App Champions to help train, explain, and promote the app with their co-workers and patients. App Champions are receiving training this week and will take the excitement back to their units.

The expectations of front-line staff are simple:

1. Know about the app and download it.
2. Know the general content of the app so you can refer patients to the app and answer questions.
3. Provide the postcard to patients and family when they arrive on the floor.
4. Suggest the use of the app to patients during conversations about their care.

Remember to share details of the app with every patient and their family members. The app contains valuable information about WRH, hospital services and amenities that will be useful to all visitors. Ask the App Champion on your unit for more information or email app@wrh.on.ca. You will see and hear more about the innovative communication tool around the hospital and in the community in the coming weeks and months.



By the end of the week, there will be dozens of App Champions across both campuses! App Champions will be sharing this exciting and innovative recovery guide with their co-workers and encouraging staff to talk with every patient and family members about the new mobile app.

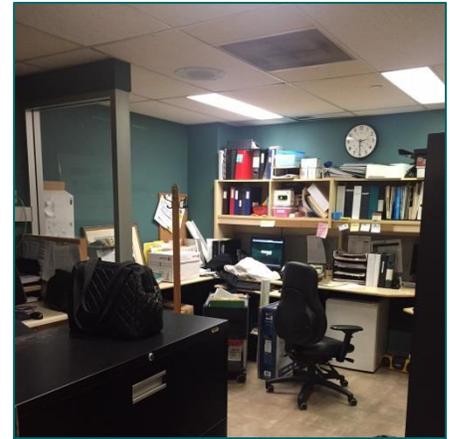
Patient Flow FAQ: What role does the Command Centre have when determining admission to an Assessment Bay?

The role of the Command Centre is to assign all admitted patients to the appropriate service and appropriate Assessment Bay to ensure effective patient flow. All decisions for the assignments are a clinical decision and are made by the Command Centre Nurse. For more information, visit www.WRHow.ca.



Switching things around in the Cardiac Care Unit (CCU)

Take a look at the results from the 5S event held in the CCU this week. A highlight was the conversion of the utility room into to a dedicated medication room, which is a best practice for patient safety. One unit nurse couldn't believe the amount of work accomplished and marveled about the new medication room saying "this is so much safer for patients!" Thank you to the front-line staff for their support during these changes.



The Pyxis was previously in the nursing station – a location where distractions can occur. The new medication room is just that – a place to focus on safe medication preparation.

This office will now be used for physicians and NPs to work (without all the clutter!)

