

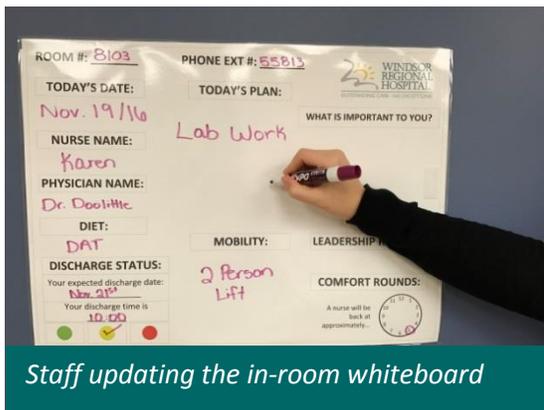
Friday, Nov 25, 2016

Fracture Clinic Transitions to Alumni Status

The Fracture Clinic reaches alumni status! What is alumni status? It is the final phase in SOP support, where the improvement group has reached independence and achieved their goal. The Fracture Clinic has reduced their patient wait times by over 80% in most cases. The team will continue to monitor their success and ensure sustainability. The Fracture Clinic teams at both sites are highly motivated and share a sense of pride in their ability to care for their patients and will continue to improve the patient experience. Congratulations to the Fracture Clinic team for reaching alumni status, shifting to an independently functioning team allowing SOP resources to support new projects.



Fracture Clinic Celebrates Alumni Status



Staff updating the in-room whiteboard

In-room Whiteboards Are Here

Ted and Karen Whipp spent a lot of time at WRH in both the ICU and other floors. As a patient, Whipp was frustrated with the lack of communication between staff, himself and his family. Ted's wife Karen didn't feel she had the ability to communicate with the team caring for her husband. Ted felt he was not able to make any decisions for himself and felt he was not heard.

The work the SOP team has done with in-room white boards process is designed to help solve this communication gap and facilitate a timely discharge for patients. The long awaited boards have arrived and installation will be completed this week at both campuses. The SOP team along with the managers have been up on the units doing group huddles and will be completing the 1:1 training on the standard work for the in-room boards. The White boards are to be used by the health care providers that are providing the care to the patient. They are populated on a daily basis and updated as necessary throughout day by staff, leadership, patients and their families. A section on the board is called "What is important to you?" This allows the patient and family's voice to be heard by communicating what is important to them to the team.

MAKE YOUR MARK, JUST DON'T MAKE IT PERMANENT: With the whiteboards up, it is important to note permanent markers cannot be erased from these boards. Please use only the dry erase markers that are attached to the board when writing on the the in-room whiteboards.

Have a great weekend!

The SOP Team

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