

Friday, November 3rd

Right bed, right service, at the right time: Command Centre processes improving patient flow

The Command Centre has been up and running for 12 days now. Last Friday afternoon, it was reported that Windsor Regional Hospital had a total of 40 empty medicine beds. This allowed for seamless flow of incoming patients from the Emergency Department. The Command Centre Nurse and the Admitting Clerk were able to assign beds to the admitted medicine patients from the Emergency Department as soon as these patients were admitted.



Command Center leaders work to address patient flow issues in real time.

Before the Command Centre opened, it took on average 11 hours for a patient to get to a bed after being admitted. This past week at the Met Campus this time was reduced to 4.8 hours and 5.5 hours at the Ouellette Campus. Marie Lachapelle, Utilization Manager, shares her excitement: “I really like the Command Centre. I can keep my finger on the pulse of the hospital and escalations are dealt with right away.”

Each day, cross-functional team leaders meet four times a day to discuss patient flow throughout the hospital as well as the flow on each medicine unit. These huddles focus on removing barriers and ensuring patients receive care in the right bed, right service, and at the right time. Having VP representatives, Directors and Physician representatives in the room at the time of the huddles allows issues to be escalated and the barriers to be removed in real time.

Please visit www.WRHow.ca for more information about the Patient Flow Improvement program.

Reminder: QBP Wave 1 Order Sets, Clinical Pathways & My Care Journey Booklets

Wave 1 QBP teams continue to review data each week and are observing opportunities to increase compliance. For each of the following conditions, the QBP Pathway Improvement Bundle should be in place. This bundle includes the diagnosis specific Order Set, a Clinical Pathway to guide care, and a My Care Journey booklet that is to be provided to the patient and family.

The first 5 conditions are:

- COPD
- Heart Failure
- Hip Fracture
- Pneumonia
- Ischemic Stroke

For more information, visit www.WRHow.ca and for translated version of the booklets in **French, Italian, Spanish** and **Arabic**, visit www.wrhcarejourney.ca.

Making a sandwich is not as easy as it sounds: SOP team members host students for Take a Kid to Work Day

Making a peanut butter and jam sandwich sounds easy, right? That's what over 50 students thought when they participated in a session with SOP on Wednesday November 1st for 'Take a Kid to Work' Day. Students wrote down their version of "Standard Work" and SOP team members followed the instructions – exactly as written. The end result was funny, but not very appetizing.

This activity is designed to show that without process improvement, standard work, training and adherence, different individuals can complete tasks in very different ways. Standard Work ensures that the same task is done the same way, regardless of the person, unit or campus. Whether it is medication administration, cleaning a patient's room, providing patient education or admitting a patient to a bed, the goal of the SOP projects is to make sure that patient's receive the same outstanding care... no exceptions!



Over 50 students join in the fun of creating Standard Work for making a PB&J sandwich. Lesson learned: Be specific!

Have a great weekend!

The SOP Team

future@wrh.on.ca