

Thursday, November 9th

Download the new WRH My Care Journey mobile app!

The Windsor Regional Hospital **My Care Journey** mobile app received final approval this week and is ready for our patients and their family members. The app is a recovery guide for patients and their family members that provides useful information about the diagnosis, a daily guide of what to expect while in the hospital, and tips to prepare for discharge.

Tracey Dupuis, a nurse on 2N at Ouellette, already downloaded the app. Having had members of her family admitted to the hospital, she shared her excitement about the app. "This would have been so helpful not only for me, but for members of my family who don't have the clinical education I do. It is so hard to have to relay information to everyone in the family. The app does a great job identifying what to expect each day and offers more information to 'Read more' about important topics."

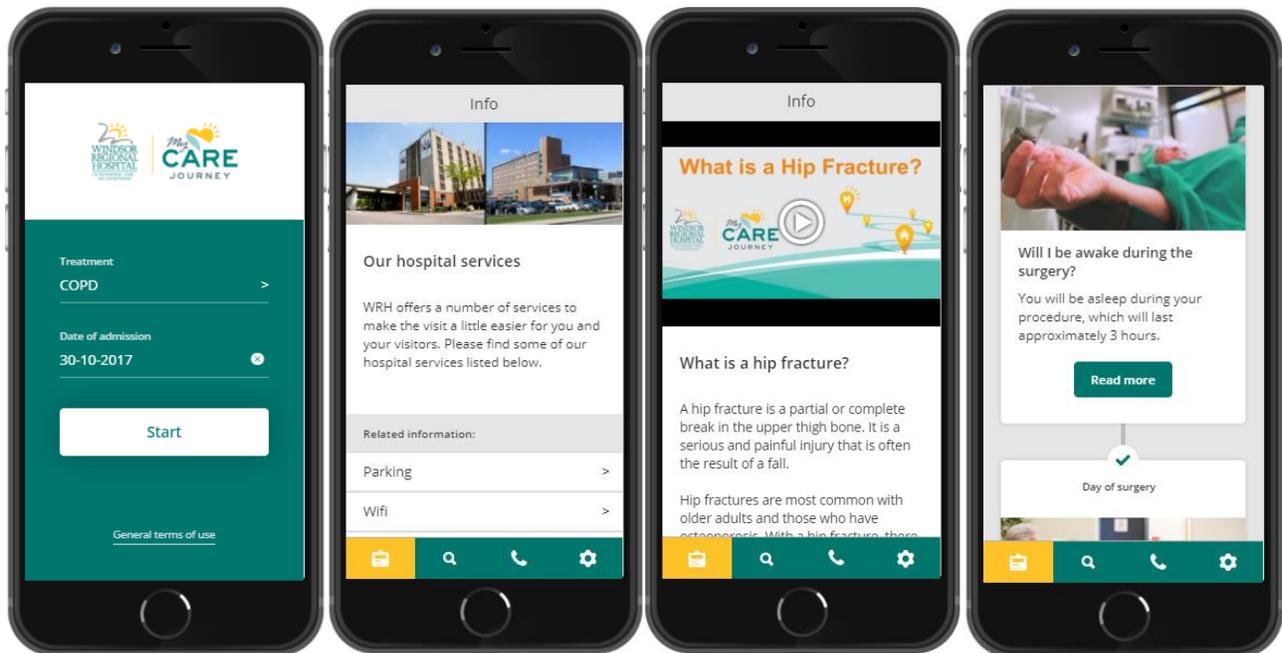
Training and education will be offered to App Champions on all Medical and Surgical units so they can share the excitement about this innovative guide with their co-workers and patients. Staff are encouraged to download the app and remind every patient and family member about the valuable information just a tap away. App Champions will provide more information in the coming weeks.



Available on the **App Store**

ANDROID APP ON **Google play**

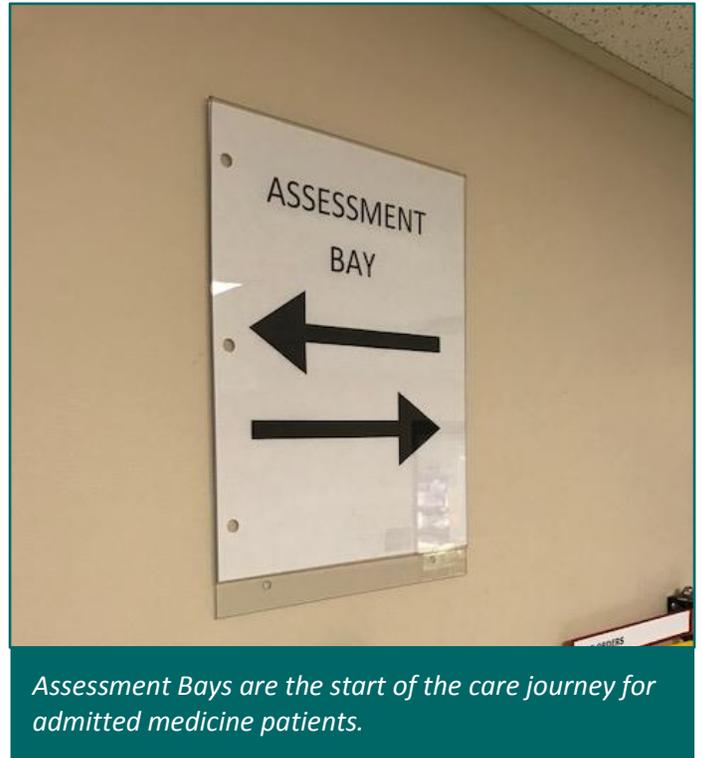
Search for **WRH My Care Journey** in the app store today!



What is an Assessment Bay? – A new practice for improving patient flow

Windsor Regional Hospital has opened additional acute care beds in the Medicine Program in order to be able to “pull” patients from the Emergency Department as soon as they are admitted. The purpose of the Assessment Bay is to rapidly assess the patient, confirm the diagnosis and develop the patient’s care plan. Patients are to be “pulled” from the Emergency Department as soon as they have been admitted to the unit where they will be receiving their care and treatment. The goal is to never have patients waiting in the Emergency Department for an inpatient bed.

When the patient arrives in the Assessment Bay they will be assessed by the Most Responsible Physician (MRP) and required tests will be expedited in order to confirm the diagnosis and treatment plan. Patients will be in the Assessment Bay no longer than 24 hours. Patients will either be discharged from the Assessment Bay or moved to an inpatient bed on the same unit. Patients in the Assessment Bays are encouraged to maintain mobility and normal activities of daily living as much as possible. Routine care of the patient does not change.



Have a great weekend!
The SOP Team
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