



October 24, 2014

Hi Everyone,

The SOP word of the week is mapping! Process mapping is a tool used to help us visualize the whole patient journey or diagnostic pathway and the roles of everyone involved in that journey. Mapping the patient's experience helps identify opportunities for improvement, by visualizing how the process currently works and identifying points for improvement. It also helps us better understand each other's role in that journey.

Each of the priority areas will spend 2 days working on process mapping. Staff working WITHIN the process will identify the steps currently being followed and plan for improvements. SOP and KM&T representatives facilitate these events.

During these 2 days we will:

- review current state
- tour the process
- solicit patient feedback (patient representative will be present)
- identify opportunities for improvement
- outline what the high-level future process will look like
- develop a plan to move from current to future state

At the end of the process mapping sessions, the front line staff involved will report out on their findings and action plan for the coming months. We encourage staff to attend to hear the teams' ideas, and plans for the upcoming 5 months.

### **MAPPING REPORT OUT SCHEDULE**

<b>Priority Project</b>	<b>Dates</b>	<b>Times</b>	<b>Locations</b>	<b>Project Lead</b>
Med/Fluid Incidents	Thursday Oct. 30	1530-1600	Met, SOP Office	Charlene Haluk-McMahon Kristi Cecile
MRI Wait Times	Friday Oct. 31	1415-1500	Met, SOP Office	Michael Reinkober
Cath Lab	Tuesday Nov. 4	1530-1645	Ouellette, SOP Office	Lesley Borrelli
OR Scheduling	Friday Nov. 7	1500-1545	Met, SOP Office	Diane Gouin

## **PMO WALL LAUNCH**



Last week we held our first weekly huddles at the PMO Wall. For a first shot, the priority teams did a fabulous job outlining the projects and the plans moving forward. Chief Operating Officer and Nursing Executive, Karen McCullough said the launch was “absolutely exciting!”



Thanks to everyone who attended the huddles. This is just the beginning though. As we move forward, these weekly meetings will serve as a check point to make sure we are on track, raise any concerns with the projects’ progress, and look for areas that need additional support in order to meet our goals.

These huddles will take place at the SOP offices and unless specified, they will rotate between campuses. For a detailed schedule of PMO huddle times and locations, please [click here](#).

If you have any questions, email us at [future@wrh.on.ca](mailto:future@wrh.on.ca), and if you want to check out the PMO wall and the status of the projects, drop by our office any time.

Thank you for your continued support,

The SOP & KM&T Team