

Friday, Oct 28, 2016

Maintaining Alumni Status

A critical part of ensuring that a project's gains are not lost as it moves into alumni status includes the implementation of a control plan. The document serves as a reference and outlines the metrics the team will continue to measure and monitor. This tool also breaks down what should happen if a parameter is not performing as desired. Team members and their roles and responsibilities are listed, along with concrete steps to take for data collection, data review and to whom to escalate any issues.

Preassessment Streamlines for Patients

As of Monday, October 17, patients that are pre-assessed for surgery at the Ouellette campus no longer need to return for a second visit if they require an internal medicine consult. The inclusion of internal medicine physicians is the latest addition to the Ouellette Pre-Assessment clinic, as the Joint Clinic was integrated in April 2016. The Met site has been including internal medicine consults since before the project started. "We have created a single appointment for the patients coming for a Pre Surgical Screening visit," says Shannon Sampson, Manager of Day Surgery and Outpatient Clinics, "with the addition of internal medicine, we have combined what used to be three visits into one." The team is most excited that the data for the first week shows that the addition of internal medicine has not had a negative effect on wait times or appointment length. In fact, patients waited less than normal on the first day of internal medicine appointments. Patient wait times and total appointment length will continue to be measured, along with overall patient satisfaction. Congratulations to the Pre-Assessment project team on their patient-focused work!

Transfer of Accountability Launch

In continuation with our standard unit roll-out we are pleased to announce that our Transfer of Accountability (TOA) tools are up next! This communication tool is used to share information about our patients when transferring between units, campuses or outside of the organization. In an effort to standardize this process through the organization, the launch will include two versions of the TOA tool— both the *General* and *Surgical*. This TOA tool is used promote patient safety, continuity of care and prevention of harm. Watch for Train the Trainer Education on October 31st with launch of the TOA November 1st.

Have a great weekend!

The SOP Team

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