

Friday, October 4, 2019

## Our “Journey to Zero” continues!

On Wednesday Sept 25th, WRH's clinical leadership resumed their monthly “Journey to Zero” meetings to discuss program successes and barriers to achieve “Zero Harm” to our patients. Clinical leaders had the opportunity to share their experiences about “Scrubs Thursdays” over the summer, providing experiential support to frontline staff.

Overall, there were many opportunities to see how other units worked in order to see “the big picture” and “borrow ideas” for their own units. They also observed the pride that staff took in their work and their dedication to their patients. New opportunities were discussed to potentially expand Scrubs Thursdays to outpatient areas or visit opposite campuses.

Barb Gatehouse, a WRH patient and RN was a special guest and shared her recent patient experience at WRH: “As someone who is used to being in control, it was frightening to lose that control and feel so vulnerable. Every patient in those beds is so much sicker and more complicated than they ever were before. I thank you for all my care, you truly are an amazing team”.



*Barb Gatehouse speaking at the Journey to Zero meeting*

Every clinical leader present shared strategies with each other to ensure all their staff know that their work is appreciated and that what they do has impact.

## Early Improvements on Hospitalist Units at Ouellette Campus

Ouellette - Hospitalist Units				
	Before 1100		Before 1400	
Unit	Target	4Wk Avg	Target	4Wk Avg
7E	30%	45%	70%	77%
7W	30%	45%	70%	84%
8W	30%	21%	70%	72%

Since the implementation of the Hospitalist program changes on Aug 30th, 2019 there have been notable improvements to some of the Patient Flow metrics at the Ouellette Campus. One to highlight is the percentage of patients discharged by 1100 and 1400. Prior to these changes 7E & 7W would have between 20% - 30% of their patients discharged by 1100, for the last 4 weeks they have had approx. 45% of patients

discharged before 1100. Similar results have been seen for 8W and the discharge by 1400 metric. Patients being discharged by 1100 and 1400 is important because having standard early discharge times assists with discharge planning and flow on all units.

Thank you to all staff who have assisted in a smooth transition and helped to positively impact these metrics!

## Road to Recovery, Movement Matters – One Step at a Time



This week patients at WRH walked a total of **29 km**.

Since the program launch on Sept 17/19 our patients have travelled **53km**.

That means the patients have almost completed their first loop of the city from Windsor Regional Ouellette Campus to the airport. They are now at the intersection of **Provincial Rd and Cabana Rd**.

For more information about this program, visit [www.wrh.on.ca/movementmatters](http://www.wrh.on.ca/movementmatters)