

the Standard

Hospitalist Program Improvements Benefitting Patients and Care Team

Patients are being discharged in a more timely way at the Ouellette campus thanks to improved communication between patients, physicians and staff following the launch of the new Hospitalist Program.

The program, which launched in August, is a team approach where physicians spend more time on the units and attend daily care rounds.

Dr. Seski, Hospitalist Lead says being present on the unit gives the care team confidence knowing that they're not going to have to wait to have important conversations with a physician.

On Hospitalist units, hospitalists now participate in multidisciplinary care rounds which allow everyone to share information and be on the same page. One RPN says, "Having all physicians, allied health, LHIN and management present at Care Rounds is good for communication between the care team and is a good time to address care concerns."

Dr. Chevalier, the Chief of Family Medicine says, the change also helps with patient flow, "Patients are moved from the ER sooner and discharged in a timelier manner which fits more in line with the concept of 'trying not to waste a day in patients life'."

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Dr Seski rounding on a Hospitalist patient. Physicians begin their rounding early in the day so they have a clear picture of their patients prior to attending interdisciplinary care rounds.

Hospitalist Program Benefitting Patients and Care Team

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Dr. Yap, a hospitalist at the Ouellette Campus says, “Having all of my patients together on one unit is easier because I do not have to travel to multiple units, multiple times a day, which allows me to be present on the unit more and available for staff, patients and their families.”

“I don’t know what I would do without my Doctor – he is always here on time each morning between 8am and 9am and I can count on him to be there then to answer my questions,” said one grateful patient.

Since the launch, discharge times have improved. On the 7th floor, approximately 38% of patients are now discharged before lunch. The corporate target is 32%.

These results can be attributed to an increased focus on discharge during physician-led Daily Care Rounds, communication with patients and daily Discharge Huddles.

Dr. Yap stated that since the implementation of this program, “There is more of a focus from everyone on discharging patients early in the day.”

Dr. Chevalier, says the program has also helped with recruitment, “New young talent feel they are part of the entire organization and can travel easily between campuses for work, as the schedules mesh and the structure of the program is the same across the campuses.”

QBP Condition Specific Standardized Care Expanded

Close to 6,000 patients per year are now receiving standardized condition-specific care thanks to the implementation of the 14 WRH bundles.

Quality Based Procedure (QBP) bundles, have three elements; physician Order Sets, standardized care plans called Clinical Pathways and day-by-day guides called Patient Experience Pathways. This ensures patients are receiving the same care regardless of where they are at and who is treating them. It also includes communication so patients know what they can expect during their stay.

One of the tools used to communicate with patients is the My Care Journey App. It contains valuable information for patients and family members about what to expect in the hospital and at home. One Breast Surgery patient said, “The app is a great support tool. It won’t replace the wonderful staff in the Breast Health Clinic, but was useful for reminders.”

The patient is always at the centre of care at WRH and the patient experience pathways encourage patients and their families to take an active role in their health and journey at WRH.

Later this month, 4 new QBP best practice bundles will be added. This will benefit approximately 2,300 additional patients each year including those having Neuro Surgeries, Colorectal Surgeries, Vascular Surgeries and GI Endoscopy Procedures.



Getting Patients up and Moving on the “Road to Recovery”

The Movement Matters – One Step at a Time Program is getting a target group of “at risk” patients up and moving at WRH.

Since the program started in September, patients have travelled more than 466 kilometers around the units. That’s the distance from Windsor to Wilmot Creek, which is past Toronto, just outside of New Market, Ontario.

The goal of the program is to help maintain or improve patient strength and prevent unnecessary complications that could lead to longer hospital stays, by motivating “at risk” patients to get out of bed and get moving.

“Patients can lose their strength very quickly in hospital, up to 5% of muscle mass each day,” says Karen McCullough, Chief Operating Officer and Chief Nursing Executive. “Through this initiative, we are encouraging them to stay strong by taking that extra step, going the extra distance and seeing how much ground we can cover together.”

The Movement Matters program targets patients, including seniors, who are most likely to stay in bed during their hospital stay. These patients are identified when they are admitted into the hospital and work with their care teams to set appropriate mobility goals and then track and monitor how far they go.

Every time participating patients walk to the washroom, down the hall or around the unit floor, the distance covered is recorded in their charts. The total distance covered by patients on all units at both WRH campuses is then tracked and shared across the organization and online.

By getting patients moving, the Movement Matters Program hopes to help patients by:

- Reducing patients’ risk of depression, delirium, joint pain, falls, constipation and pressure injuries like bedsores;
- Improving patients’ mobility, mood, blood circulation, appetite and sleep;
- Decreasing unnecessary hospital stays resulting from lack of mobility; and
- Preparing patients for a safe transition home.

“The program gives patients an opportunity to maintain and build strength and confidence,” says Tara Corra-Pella, an Ambulation Assistant involved in the project. “Often patients need encouragement, especially when they are not feeling well and through this program, they see every step makes a difference and every day we encourage them to go a little further.”

Dave McDonald, who participated in a pilot program, says it was a life saver. McDonald needed a lung transplant but could barely walk from his bed to the washroom when he started the program. [Cont’d on pg. 4](#)



Movement Matters, Victoria Sheff Ambulation Assistant walks with Lorena Pickle. Lorena says she has to walk to keep up her strength.

Getting Patients up and Moving

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With the team’s help, he built his confidence and strength up and was able to walk around the entire unit. This allowed him to qualify for a transplant, which he has since received.

Sponsorship from Sobocan Insurance and Financial Services will assist with the next leg of the program, which includes new equipment to help patients feel more confident in their travels around the hospital and prize incentives for staff who show “Walk Star” qualities by going above and beyond to motivate patients.

We can’t wait to see how far we have travelled by March 2020.

Check out the program at www.wrh.on.ca/movementmatters

SOP Supports WRH Teams Toward Accreditation Award

WRH was recently notified by Accreditation Canada that our hospital has received the designation – Accreditation with Exemplary Standing! This is the highest accreditation award that a hospital can receive. In addition, we met an outstanding 99.8% of the more than 2600 accreditation standards.

The SOP projects completed by the teams were mentioned several times by the four surveyors on the accreditation team, and this work was highlighted in the final Accreditation Decision Report:

“The organization’s attention and focus on providing patient care through improved patient flow and patient experience are evident in the wide range of evidence-based and data-driven interventions. The operation of the Command Centre contributes to improved collaboration, transparency, and communication among the various stakeholders to improve patient flow.”

“Improving patient flow and related processes is a corporate priority. Lean methodology was introduced as a strategy to analyze and develop standard work and to ensure there are consistent processes between the two acute care campuses.... The team is commended for sustaining these important processes and the leaders are commended for fully supporting and enabling them”.



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