



Finding ways to improve patients' journey through KGH ED

December 19, 2016

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KELOWNA – A dedicated multidisciplinary team from Kelowna General Hospital (KGH) recently completed a Lean RPIW (Rapid Process Improvement Workshop) aimed at improving the Emergency Department (ED) Triage flow and prioritization processes for both BC Ambulance Service (BCAS) patients and patients who self-present at the hospital.

The RPIW team identified a number of opportunities to streamline these processes, generated a vast amount of ideas for improvement, and developed action plans to test these improvement ideas. Many were successfully tested during the week, including: repurposing space to create a new confidential area

for BCAS patients, trialling a Triage Physician role, dual triage/registration, reconfiguring patient flow through triage area, trialling a numbering system for walk-in patients to alleviate line-ups at the front door, and the creation of visual cues for those who are awaiting diagnostic results before transfer of care to appropriate ED zone. Results of these tests showed a significant reduction in the time patients spent in the Triage area. A ‘Newspaper Action Plan’ outlines the many improvement ideas that remain in progress.

The workshop was led by Sharon Cook, Executive Director, Hospital and Communities Integrated Services – IH Central, while the Team Lead duties were fulfilled by Terry Wudrich, Coordinator with the Lean Promotion Office. Additional support was provided by Sherri Lampman, Lean Consultant with the Lean Promotion Office. The group also greatly benefited from Sylvia, who provided the patient and family perspective.

Many thanks go out to everyone who contributed to this successful workshop, including the staff from the ED, who provided feedback and input during their busy shifts. In addition, a big thank you to the dedication of the RPIW Team for their tireless efforts to add value to our patients’ journey. And finally, thank you to the sponsors and advisers for their continued support of this valuable work.

Featured photo: Front (L to R) – Demetri Karogiannis, Sylvia Johnston, Dorrie Fasick, Dr. Gord McInnes, Lori Sauer, Mel Kerrivan

Back (L to R) – Sabrina Lefebvre, Kimberly Stevenson, Heather Reid, Diane Combs, Sarah Fraser, Terry Wudrich, Shane Thair, Suzanne Ryll, Danielle Cameron, Sharon Cook, Erica Masur, Yvonne Nelson, Jason Hallisey, Liz Ross, Dr. Meredith Davidson, Greg Cutforth

Missing from photo – June Ireland and Dr. Devin Harris

