Best Practice in Surgery

July 2017

Newsletter

Surgery
UNIVERSITY OF TORONTO

HAPPY SUMMER!

Our newsletter will be taking a hiatus until September, however we will still be working hard! So please contact us if you want to get involved in any of the work we are doing or if you have a QI project that you want to promote or need assistance with.

We look forward to reconnecting with everyone in September!

Shoshana Hahn Goldberg
Best Practice Office, Operations

CHECK OUT OUR WEBSITE:

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CONTACT

Emily Pearsall, MSc
Manager, Best Practice in Surgery
Department of Surgery
University of Toronto
416-978-[illegible]
[illegible]

150 College St, 9th Floor
Toronto ON
M5T 1P5

Information

WELCOME!

This month's guest author is Shoshana Hahn Goldberg, a post doctoral fellow working at OpenLab. Shoshana completed her Bachelors, Masters and PhD in Industrial Engineering at the University of Toronto.

OpenLab is a design and innovation shop dedicated to finding creative solutions that transform the way health care is delivered and experienced. OpenLab is located at the Lawrence Bloorview Research Institute (LBRI), but their work extends far beyond the walls of LBRI. OpenLab works on the roles, the people and governance of the production. The Centre for Innovation in Complex Care (CICC).

QI @ UofT

Shoshana Hahn Goldberg

Patient Oriented Discharge Summaries (PODS)

The period following discharge from hospital is a vulnerable time for patients. While some discharge summaries contain information intended for patients to follow when they get home, these are not usually patient-oriented. OpenLab, a design and innovation centre at LBRI, co-developed a patient-oriented discharge summary (PODS) template and guidelines with many patients and families.

PODS improved patient experiences by ensuring important information is communicated in a useful and accessible way. PODS is comprised of content design, and process features informed by evidence and the co-design process. Process features include involving family caregivers and increasing engagement using tools such. Design features include the use of large fonts, clear headings, and more [illegible] Content areas include medication information, expected and worrisome symptoms, changes to a patient's routine, follow up appointments, and medical terminology.

Surgery patients are an ideal population for PODS implementation. Much of the content can be pre-populated in the template, thereby minimizing provider workload.

With the support of MTIC, a program led by the Institute of Accredited Surgeons of Ontario (IASO) and Health Quality Ontario (HQO) to accelerate the spread and implementation of evidence-based interventions, PODS is now being rolled out across Ontario to 15 hospitals across all 14 LHINs. Many groups of surgery patients are included in this initiative.

Results from pilot studies showed improvements in understanding across many domains and improved patient satisfaction. Provider satisfaction was also high, with no increase in workload and improved consistency of discharge teaching.

For more information about PODS visit http://pods.[illegible]

CURRENT WORK

Opeyemi Gutsfelter

As you may know, the Best Practice in Surgery in collaboration with the Department of Anesthesia is developing a guideline for postoperative opioid prescribing. As part of this, we are going to have a consensus workshop in the early fall. Please email [illegible] if you are interested in taking part in the workshop.

KUDOS!

At Digestive Disease Week, Tracey Wood gave a talk on IBD and medication use in IBD patients and Dan Jones presented the work on patients' discharge needs, which was a young author! Kudos to both of you on your work!

Jessica at North York General Hospital is being the new recipient of UHN Patient Safety Champion Award for their work on reducing or eliminating "medication[illegible] errors a month!

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