

Health Care without Walls

Patient Flow

'a Whole of System Approach'

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What is Patient Flow Systems?

- A systems approach to solving everyday problems
- Recognising the impact everyone can make and sharing the responsibility for improving individual patient interactions
- Ensuring the Governance is provided in order to make an impact in each of the elements



Patient Flow Systems

- Elements
 - Care Coordination
 - Standardised Practise
 - Demand Escalation
 - Variation Management
 - Demand and Capacity Planning
 - Quality
 - Governance

Why is it different?

- Concentrates on the whole system
- Actively seek and log delays daily
- Permission to fix delays as they happen
- Use information differently
- It's not enforced, it's your project, we just bring the why you supply the how

Patient Flow Systems who has implemented

- St George Hospital
 - Capacity to meet demands more often
 - Shared responsibility, whole hospital issues
 - Accountability clear
- Calvary Mater Newcastle
 - Less surge bed usage
 - Reduction in time of discharge
 - More beds available first thing in the morning

What do you need to know about Activity

A + B = C



Why?

- Like any equation, you need more than one value to solve the problem.

$$A + B = C$$

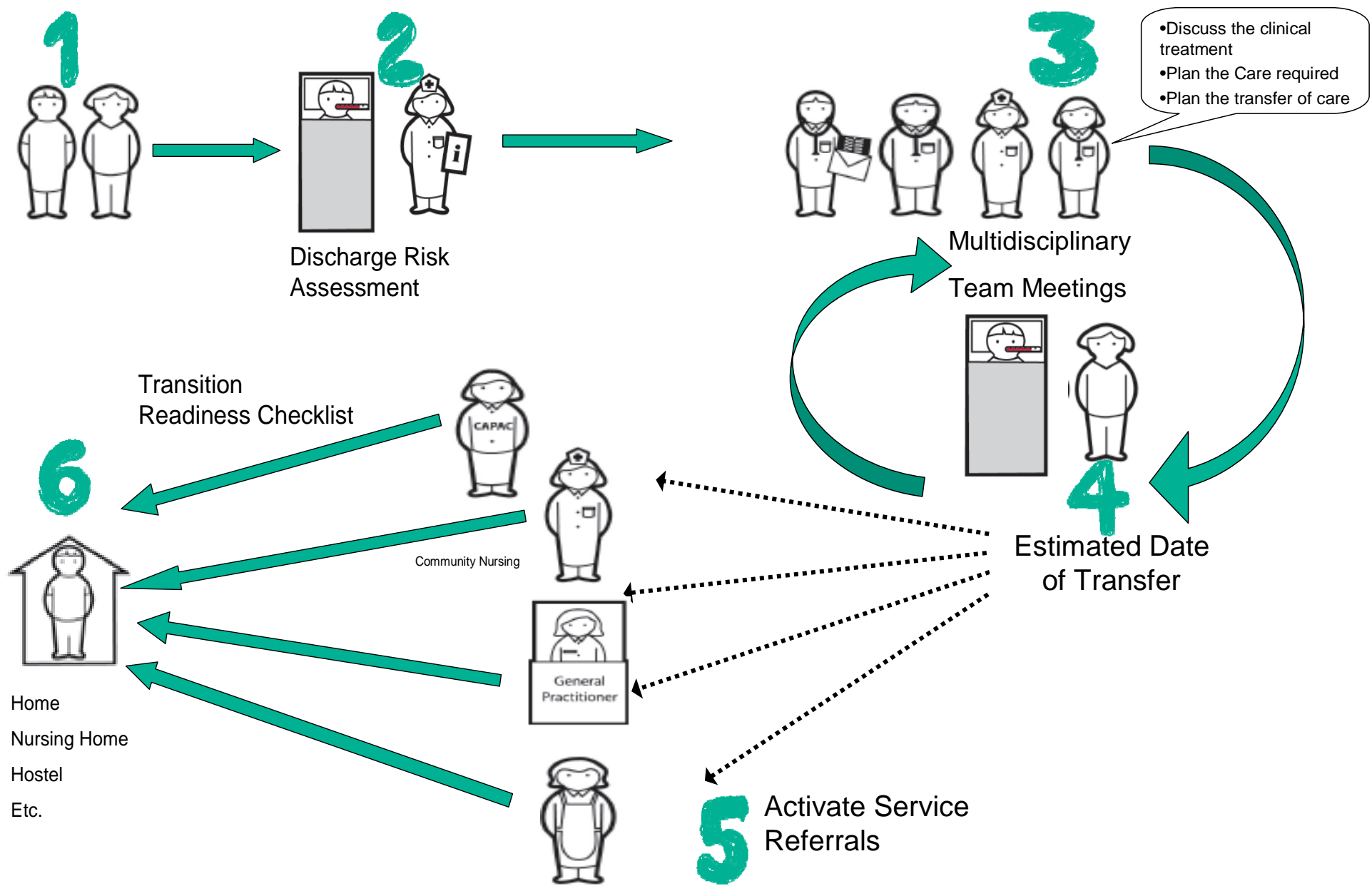
A = number of referrals

C = number of patients discharged (care complete)

What parts of the process B influence C ?

What are the tipping points ?

Care Coordination

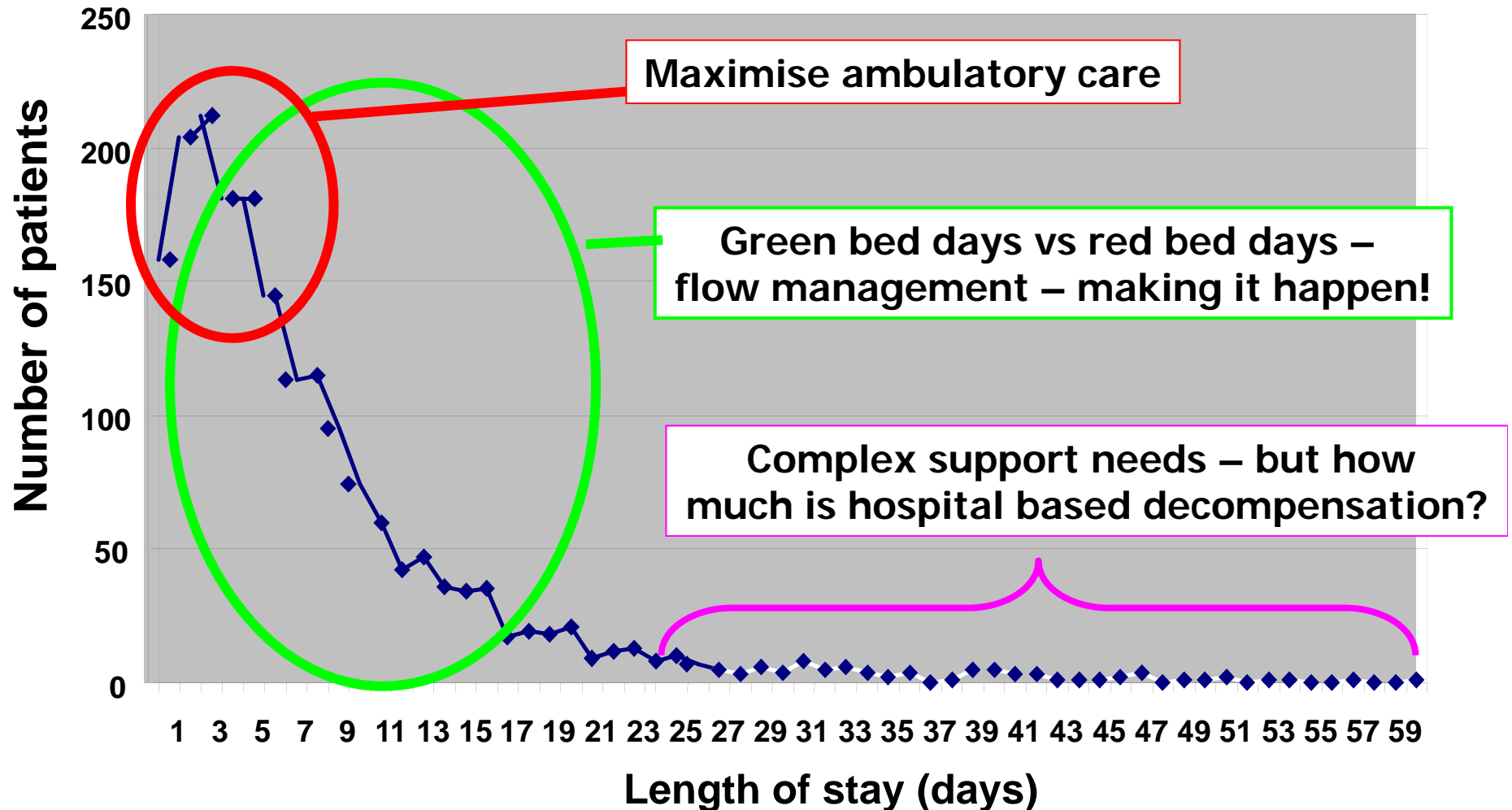


The Six Essential Steps to Care Coordination

1. Admission
2. Discharge Risk Assessment (DRA)
3. Multidisciplinary Meeting
4. Estimated Date of Transfer
5. Activation of Service Referrals
6. Transition Readiness Checklist

Managing Length of Stay

Thanks to Ian Sturgess



Provide Adequate Lead Time for Service Referral

- Use the EDT to prevent last minute referrals
- Allow referred services time to plan and organise their workload
- Create time lines for patient care to promote smooth work flows and keep the patient informed.

Understanding Transfer of Care Delays

- Track delay reasons through the multidisciplinary team meetings
- Identify if the delay cause is internal or external rectify if within scope or escalate the issue
- Maintain a record of delay reasons
- Inform Managers if delays are unresolved

