

Friday, November 24th

Patient Flow Program: Early signs of success show admitted medicine patients are spending less time in the Emergency Department

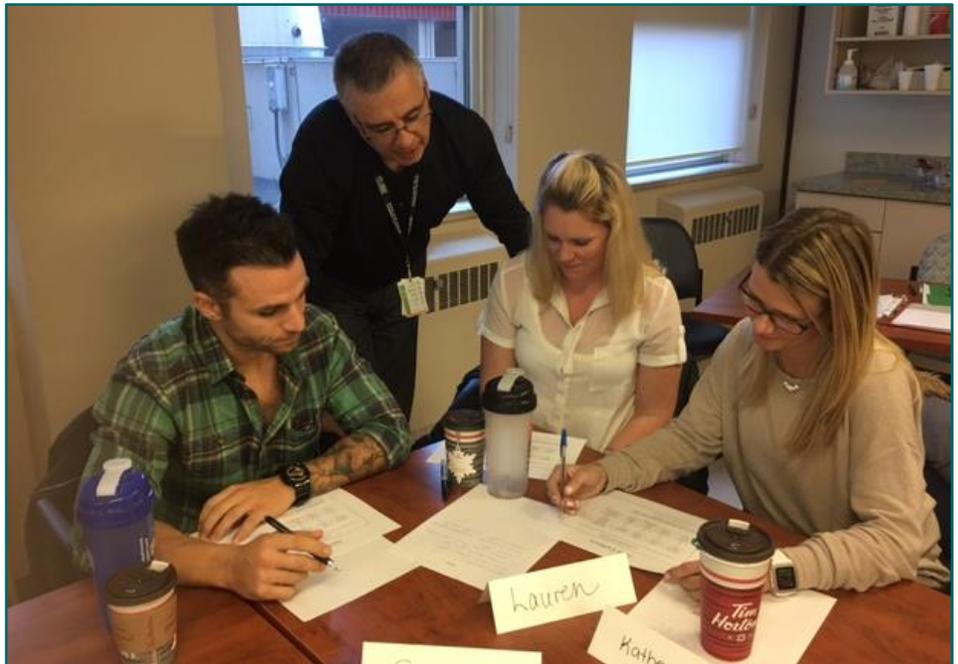
This week marks one month since the opening of Command Centres at each campus. These Command Centres were opened in order to streamline the flow of patients through the hospital, resulting in less wait time for patients in the Emergency Department and on inpatient medicine units.

So far, medicine patients have been waiting far less in the Emergency Department – an average of 4.8 hours less at the Ouellette Campus and 8.2 hours less at the Met Campus! Stay tuned for more updates on the Patient Flow Improvement Project.

Model of Care Wave 2: Sharing new ways of working with staff from Mental Health, Critical Care and the Emergency Department

The Model of Care initiative was launched in 2015 and included the medicine and surgical programs. It included the development of standardized bundles for various units, as well as comprehensive training for all nursing staff.

Wave 2 has now been launched and nursing staff from Mental Health, Critical Care, and Emergency Services are now receiving Model of Care training as well as developing their own standardized bundles.



Front-line staff learn more about Standard Unit and the importance of standardized care practices as part of the Model of Care Training.

Patient Flow Frequently Asked Questions

As we roll out the components of the new Patient Flow Program, we have noticed some reoccurring questions. We want to share the following information with all affected staff.



If you have any further questions, please ask! Email your questions to future@wrh.on.ca.

Are all patients placed on stretchers in the Assessment Bays?

Patients are admitted to Assessment Bays on a stretcher. Any clinical concerns related to the patient being placed on a stretcher can be discussed and a collaborative decision will be made between the Responsible Person (RP) on the inpatient unit and the Command Center Nurse.

Can patients bypass the Assessment Bays and go straight to an inpatient bed?

It is essential that patients are admitted to the Assessment Bay to focus on the urgent clinical needs of the admitted patient, determine a care plan for the patient, and to ensure good patient flow throughout the unit. Patients admitted with a confirmed *Clostridium difficile* (C-Diff) or airborne precautions must be placed in the appropriate isolation room. After receiving the report and assessing the patient in the ED, if the Responsible Person (RP) on the inpatient unit feels the room assignment is not appropriate, they can consult with the Command Centre Nurse for proper room assignment.

Have a great weekend!

The SOP Team

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