

Introduction

Patient Flow Improvement – Unit Clerk

Overview:

Patient flow and moving patients smoothly through the acute care hospital visit is important to achieving our vision of *Outstanding Care, No Exceptions!* When there is effective flow the patient's experience improves; staff benefit by providing effective care, including the efficient use of resources. Effective patient flow will reduce time spent in the ED, get patients to the right unit, right bed, and reduce patient length of stay in hospital. We need to add value to every patient, every day, no exceptions: "I will not waste a day of your life".

Attached Standard Work:

Standard work is a document that outlines best practices for each process and ensures that all patients receive the same outstanding level of care. Your role in providing this care is critical to making patient flow a success.

Attached you will find the standard work for your role in the unit patient flow process. Please review these documents closely. As a member of the care team, you will be expected to understand and follow the standard work outlined for you. If you have any questions, please contact your Manager. Electronic versions of this standard work (and others) can be found on the Intranet – WRHow Site – Patient Flow (left column).

Below are some highlights:

What remains the same?

- Enter patient information(admissions, discharged and transfers) on care round board;
- Follow up with any tests, procedures, consults that the patients on your unit needs;

What has changed?

- Ensure at the beginning of every shift you receive report from previous shift RP/clerk;
- After care rounds are completed, get update from Utilization Nurse; i.e. outstanding tests, diagnostics, consults pending that require follow up.
- Attend discharge huddle at 9am;
- Report to oncoming clerk about discharges, orders and admissions using reporting tool;