

# *Introduction*

## *Patient Flow Improvement – Primary Care Nurse in Assessment Bay*

### 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 Operations 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?

- Multidisciplinary Rounds focusing on daily action items
- Modular Nursing
- Standard Unit Bundles

#### What has changed?

- RP/RN to pick up patient in the ED once notified of admission by the admitting department
- All admitted medicine patients from ED will be brought to Assessment Bays on the appropriate medicine unit
- A module will be assigned to both the Assessment Bay along with in patient beds