

Standard Work

Job Name	Standard work for Unit Patient Flow Operations Manager	Objective:	To standardize the role of the Operations Manager in the Unit Patient Flow Process	Date:	15-Oct-17
				Owner	Unit Patient Flow

Process Steps	Freq	Visual Aid
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At Start of Shift

1	Attend the AM Discharge Huddle with Utilization Nurse, Unit Clerk, and RP nurse in the designated area. Identify key barriers to discharge that require action. If patient is no longer being discharged today: - the OM will update the Discharge Plan column in the Care Round Board with relevant information	daily
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2	Delegate action items and determine what support is needed to facilitate patient discharges. The Operational Manager is expected to delegate clinical action items to primary care nurses. The Utilization Manager is expected to action non-clinical items.	daily
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Care Rounds



3	Facilitate the Care Rounds (using Standard work for care rounds) 1. Ensure nursing staff from each module are together to report out for the care rounds 2. Follow up on barriers preventing patients from moving from Grey to Blue or discharge. Flag action items that require escalation for the Utilization Nurse to bring to the Unit Patient Flow Command Centre huddle. 3. Update the Care Round Board throughout Care Rounds (feeds the Command Centre)	daily
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4	Ensure staff leave care rounds with an action plan for each patient	daily
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End of shift

5	Communicate with After hours manager by completing the after hours report. Include any outstanding action items that require progress after hours.	daily
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Bed Allocation								
SITE	UNIT	NUMBER OF INPATIENT BEDS	INPATIENT - ASSESSMENT BAYS	INPATIENT - ASSESSMENT BAYS - ROOM NUMBERS	INPATIENT SURGE BEDS	INPATIENT SURGE BEDS - ROOM NUMBERS	TOTAL INPATIENT BEDS	
Met	4N	RCU - 12	RCU - 4	RCU - 4110 (4)			16	
		TELE - 7	TELE - 3	TELE - 4109 (3)			10	
		GEN MED - 4	GEN MED - 0				4	
	4W	ONC - 17	ONC - 4	ONC - 4329 (2)			21	
		GEN MED - 9	GEN MED - 0	ONC - 4331 (2)			9	
	5N - SSU	SSU - 17	SSU - 7AB	SSU - 5110(4)			24	
		GEN MED - 3	GEN MED - 3	SSU - 5109 (4)			6	
6N	32		GEN MED - 5111(2)			32		
Ouellette	4M	TELE - 23			1	409	23	
	5N/E	CTU - 22	CTU - 8	575 (3)			30	
				553 (2)				
				539 (3)				
	7M	48	7	703(3)		1		55
				701(2)				
	8E					2	804AB-2 ALC add back	
	8W	ASU - 16				4	803 (4 CTU beds)	20
						2	825AB-2 ALC add back	
	6W					2	624B-1 ALC add back 625B-1 ALC add back	

 	Revision Date : Approved October 16, 2017 - six month trial
	Review Date: Pilot Project for review in 6 months (April 2018)