

# Introduction

## Patient Flow Improvement –Operations Manager, Medicine

### 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 Director. 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?

- Facilitate daily care rounds and update board with discharge plan and daily changes;
- Ensure nursing staff from each module are together to report out;
- Delegate clinical action items to primary care team members needed to facilitate discharge of patients;
- Communicate with after hours manager by completing the after hours report;

#### What has changed?

- Physician will attend Care Rounds(some will lead), when possible;
- Ensure staff leave care rounds with an action plan for each patient;
- OMs will attend the discharge huddle on the unit with the Utilization Nurse, Unit Clerk, RP, and Physician, if possible prior to 0900 hrs, If OM unable to attend – UM to give OM update;
- All admitted medicine patients from the ED will be brought to the Assessment bays on the appropriate medicine unit;