

Solving the Patient Flow Challenge

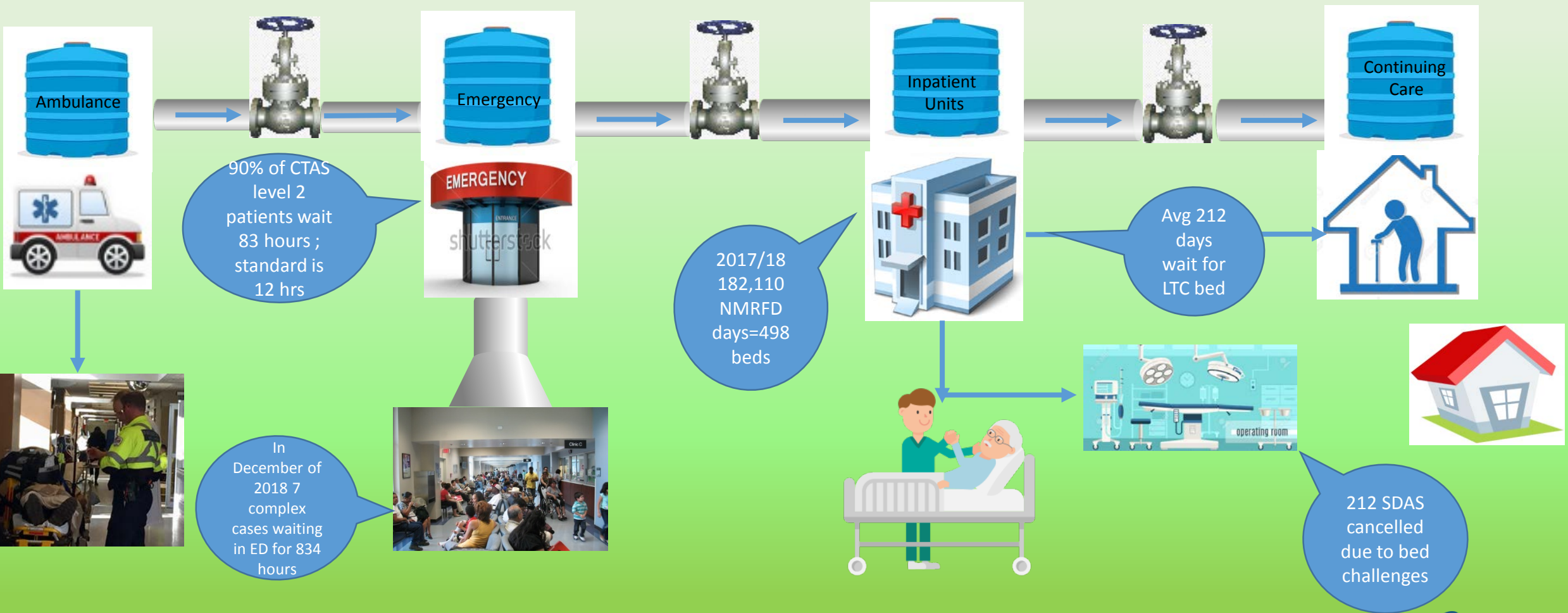
A systems approach to a systems problem

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The Problem

Significant challenges throughout the entire system cause inefficient patient flow.



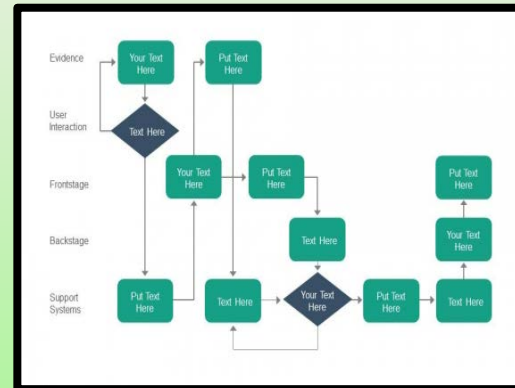
The Approach

Stakeholder Engagement



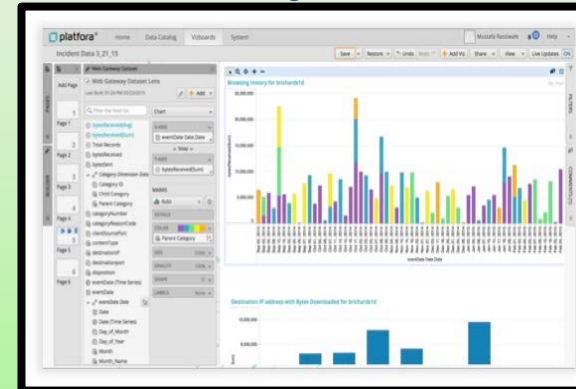
Patients & Families
Physicians
Employees
Continuing Care
Providers
DHW

Process



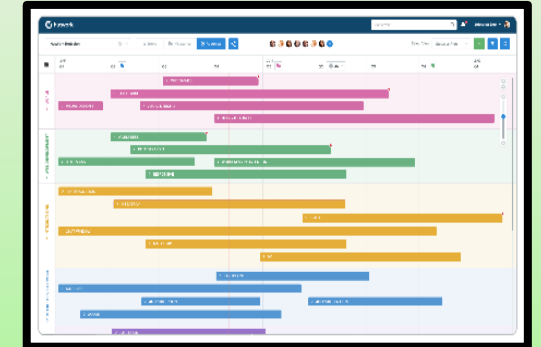
Current state
Gap analysis
Change Management
Team Approach
Long term effort

Analytics



LOS
Patient experience
Occupancy
Ambulance offload times
ED wait times

Recommendations



Full implementation
of Patient Flow Strategy
Committed team
Change in culture
Continuous Quality
Improvement

NSHA Access and Flow Governance and Accountability

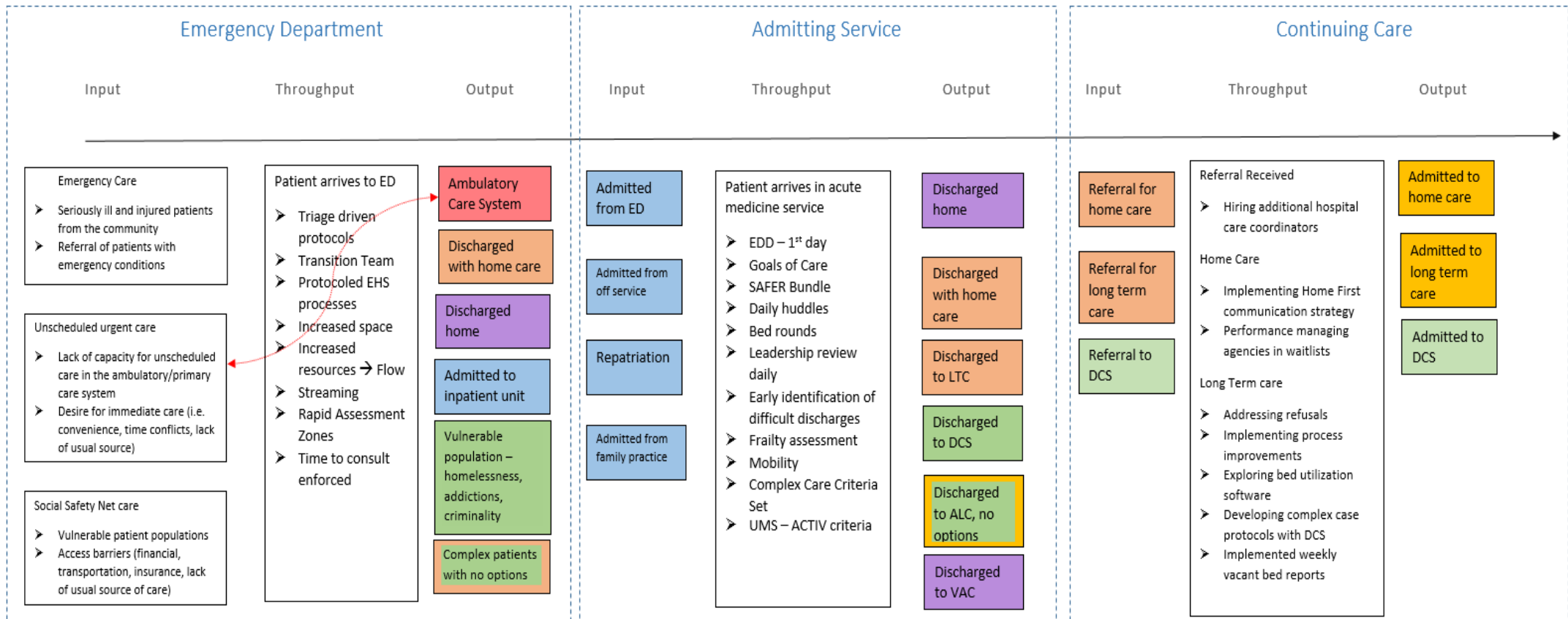
Partners



Progress so far...

Through engagement with internal and external partners, we have had success in working together to identify problems but more importantly, in also identifying solutions for the future.

Acute Care to Continuing Care System → Flow



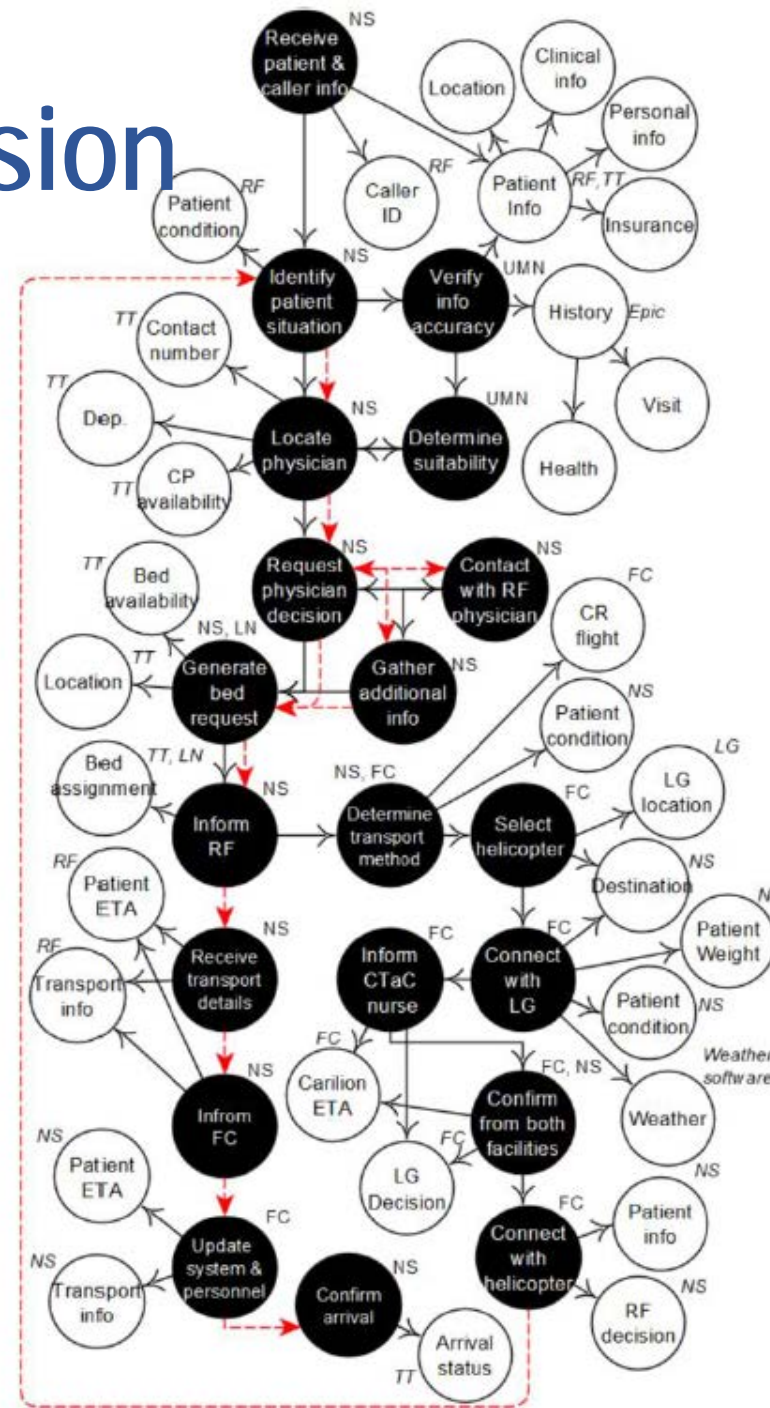
Patient Flow Coordination

- Multiple steps throughout the patient's journey
- Current patient flow system is manual, relying on paper processes, multiple telephone calls and processes across a diverse workforce
- Currently, multiple roles across province involved in work, managing patient flow in a variety of processes.
- Very people dependent, and as such multiple delays occur for each patient's episode of care
- Minutes and hours add up and cause unnecessary delays which add a burden to the healthcare system both in financial and human costs
- Standardization of people and processes will increase efficiencies in patient flow



Example: Patient Admission

- First step of hospitalization
- Many transfer points throughout
- All complicated and require multiple processes to occur
- Manual processes and people dependent cause inefficiencies and delays
- Multiple telephone calls and paper based communication
- 4 Different Zones-30+ different ways!

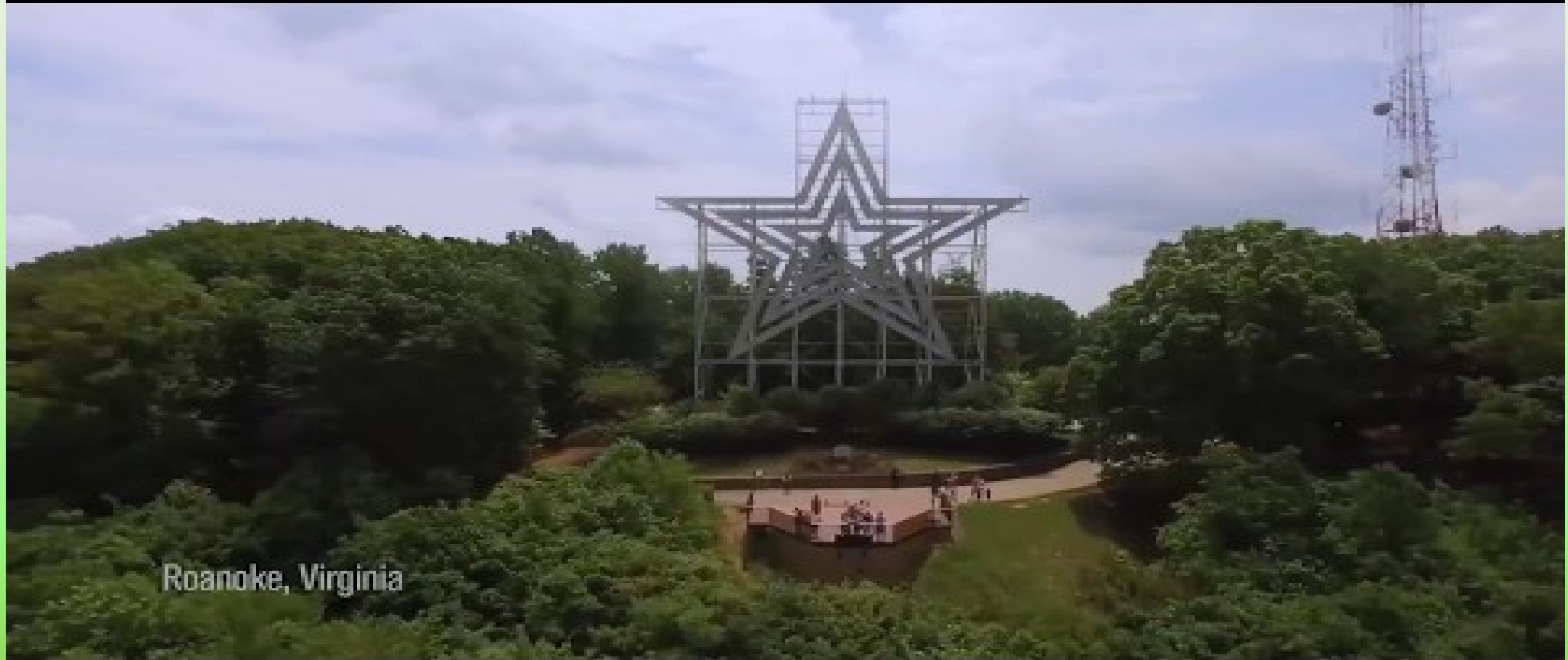


Patient Flow Coordination Centre

- Patient Flow Coordination Centre's significantly decrease delay in patient flow, improving patient care, decreasing costs related to overcrowding
- Having stakeholders working together in the same space allows for more seamless patient flow
- A Patient Flow Coordination Centre will provide a foundation that would sustain patient flow well into the future and allow us to address access to care differently, bringing care closer to the patient using technology ,instead of having to bring the patient far away from their home



Patient Flow Coordination Centre



Roanoke, Virginia

Where we are...

- **Access and Flow Governance**

Provincial

NSHA

Zone

- **DHW Directive Steering Committee**
- **Overcrowding and Site Overcapacity Policy**
- **Provincial Standardization of Access and Flow work, roles and responsibilities**
- **Zone specific process improvement initiatives**
- **KPI Dashboards being developed (provincial, zone and site specific measures)**
- **Collaboration with DHW**
- **Future planning**

Where we are going...

1. Zone Patient Access and Flow Coordination Centres
2. Ongoing Policy Evaluation
3. Remaining Work (bed footprint, transition processes for patients transitioning from acute care to continuing care, etc., improvements to placement process)
4. Physician Engagement
5. Patient and Family Engagement
6. Communication Strategy

Overcrowding and Overcapacity Response Levels

Level 5 Response

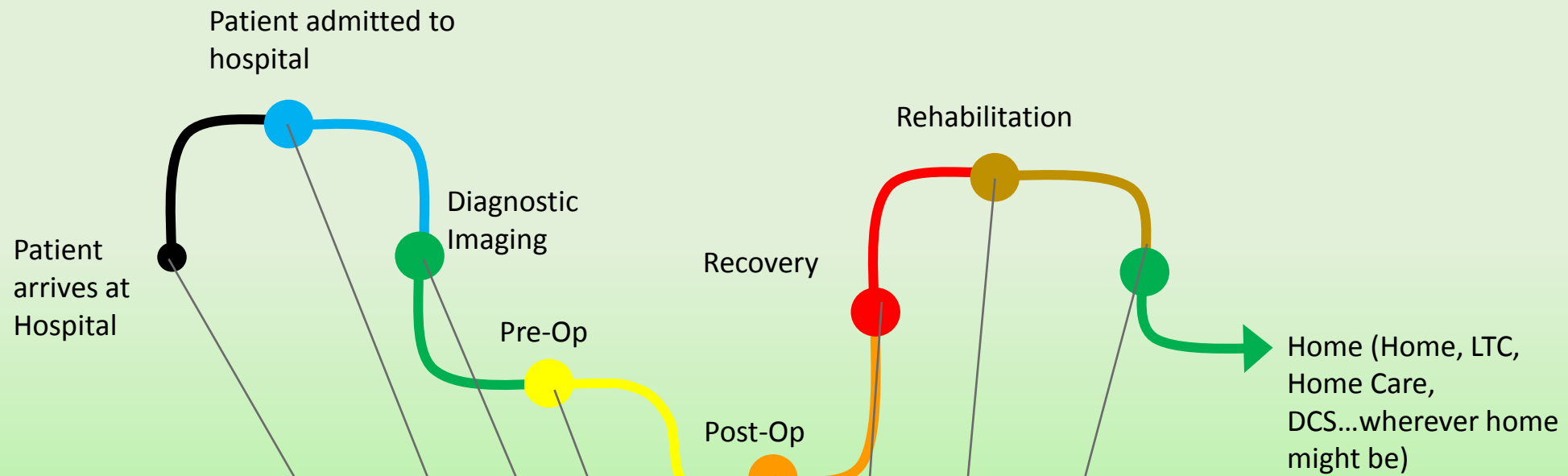


Level 6 Response



From this...





**Patient Flow Coordination-
Command Centre**

To this...

Questions

