

Whole of Health Program After Hours Nurse Manager Forum

Patient Flow – A Safety and Quality Measure

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*No Man Is an Island



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Aim

- * That the Patient has a seamless Patient Journey with the Desired Patient Outcome
- * Right Treatment : Right Place : Right Time



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Strategy and Quality Patient Flow Policies

- * PD 2009_060 Clinical Handover – Standard Key Principles
- * PD 2001_031 Inter-Facility Transfer Process for Adults Requiring Specialist Care
- * PD 2012_015 Care Co-ordination Model



Key Performance Indicators

- * Transfer of Care (ToC)
- * Emergency Treatment Performance (ETP)



Tools

- * Patient Electronic Journey Boards
- * Patient Flow Portal



Considerations

- * Clinical Redesign – data is the basis for decision making
- * DRGs / LoS / EDD
- * Culture of Continuous Service Improvement
- * Skill development in Process Mapping / Critical Reflection



Outcome

- * Person / Patient Centred Care



*Thank you

*Questions ?



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