

Patient Flow Portal: Care Co-ordination and Waiting for What (W4W)

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Health

The 7 Elements of Patient Flow

Patient Flow System Element



Care Coordination

Navigate patients through the health system to prevent delays



Standardised Practice

Promote best practice to lock in expected outcomes



Demand Escalation

Act early to preserve capacity



Variation Management

Smooth the peaks and troughs to distribute the load



Demand & Capacity Planning

Organise your service to build capacity



Quality

Structure systems around an expected outcome



Governance

Establish transparent accountable leadership

Patient Flow Portal

EPJB
EDD
W4W

Transfers
Outliers

Flow Indicators
W4W delays

Bed board filters
LOS/EDD/W4W

Predictive Tool

Improving access to quality care

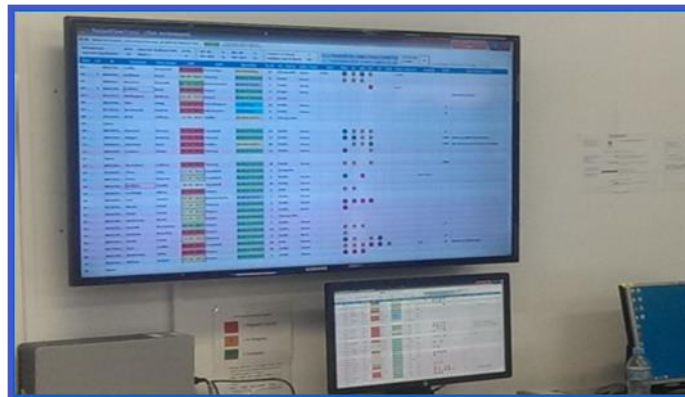
EDD management
Rounding Practices
Waits & Delays
LOS management





Rapid Round Considerations

- Who is waiting for our care?
- Does the patient and their family/carers know the EDD?
- ~30 seconds per patient.
 - **Are there a delays? (W4W)**
- What needs to be organised before the EDD arrives?
 - Transport
 - Medication
 - Discharge summary





Waiting for What

- W4W gives the ability to escalate real-time delays to achieve actions
- *All* expired EDD's need to be reviewed and either be changed to be clinically appropriate, or have a W4W entry
- ~15% of capacity is taken up by waits
- How do you manage your waits?



NUM Responsibility in W4W



Review each patient daily on the Rapid round:

- Is each open delay correct and relevant?
- Are resolved delays are closed?
- Have new delays are entered?

W4W is how we fix delays!



Add a W4W from the Bed Board or EPJB



Patient

Patient Details

Bed: [redacted]
EDD: [redacted]
Admit Date: [redacted]
Specialty: [redacted]
DOB: [redacted]
Age: [redacted]
Language: [redacted]
Financial Status: Public O/N Hosp Dr
Address: 45/17 Terera Rd, Terara, 2540

EDD History

EDD	Source
31-05-2017	Update from PAS
02-06-2017	Initial Calculated

Admission History

Facility	Ward	Admit Date	Transfer
Shoalhaven and District Mem. HOSP	23WSD	28-08-2013	28-08-2013
Royal Prince Alfred			
Shoalhaven and District Mem. HOSP			
Shoalhaven and District Mem. HOSP			
Shoalhaven and District Mem. HOSP			
Shoalhaven and District Mem. HOSP			
Shoalhaven and District Mem. HOSP			

Waiting for What

Categories: Outstanding

Start Date	Close Date	Add new	Waiting for What Reason
23WSD			
23WSD			

EPJB Patient Information

Display Patient Information on EPJB:

Bed: 2/2
EDD: 04-05-2017 -28
Admit Date: 20-02-2017
HLOS: 99
WLOS: 14

Adm. Reason: Falls
Specialty: General Medicine
Care Type: Acute Care
Admission Risk: Same speciality >5 ward moves

DOB: [redacted]
Age: [redacted]
Language: [redacted]
Suburb: [redacted]
Financial Status: Public O/N Hosp Dr

EPJB Patient Information

Nurse: Trish
Non Clinical Notes: ? inpatient Rehab
Falls: 22 Enter a number between 0-30
DC Script: [redacted]

G2G: [redacted]
IR: [redacted]
PARISK: 24 Enter a number between 1-64
Disch To: RACF

Nursing Handover Notes

Last Modified By: Kym Olsson 19-05-2017 22:09

AMTS 8/10, MoCA= 21/30
Hx: LYMPHOMA, SCC/BCC, OA, OP, BILAT TKR, GORD, HTN, DEP, RIGHT FRONTAL LOBE INFARCT

Waiting for What

Categories	Outstanding	Notes	Start Date	Close Date	Add new	Waiting for What Reason
Consults	Rehabilitation		26-05-2017			
Consults	Other Medicine	psychogeriatric r/v	02-03-2017	06-03-2017		
Diagnostics/Treatment	Other	Awaiting operation report for MRI	21-02-2017	02-03-2017		
Diagnostics/Treatment	Other	Awaiting operation report for MRI booking	20-02-2017	20-02-2017		



W4W reasons – When does the ward add a wait?



Consults

Aged Care	Cardiology	Dietitian	Endocrine
Gastroenterology/Endoscopy	Haematology	Mental Health/Drug & Alcohol	Neurology
Neuropsychology	Nursing	Occupational Therapist	Oncology
Orthopaedics	Orthotics	Pain	Palliative Care
Physiotherapist	Podiatry	Psychology	Rehabilitation
Renal/Nephrology	Respiratory	Social Work	Speech Therapist
Vascular	Other Allied Health	Other Medicine	Other Surgery

Diagnostics/Treatment

AMO / Team Review	Angiography	Bone Scan	Cardiac Echo/TOE/TTE/Mibi
Cardiac Stress Test	Coronary Angiography/Intervention/PPM	CT	Doppler
Endoscopy - ERCP/Gast/Col/Bronch	Imaging/X-Ray	MRI	Operating Theatre
Pathology	PICC	Ultrasound	Other

Discharge Process

AMO Discharge Review	Discharge Documentation/Summary	Discharge Equipment	Discharge Medications/Script
Discharge Plan	Family/Carer Conference	Home Visit	Other

Out of Hospital Referral

ACAT Assessment	Accommodation	ACCRA waiting Approval	CAPACs/HITH
Community Health	Community Support Service	ComPacks	Family/Carer looking for a Private Facility
Guardianship – 1. Application to be submitted	Guardianship – 2. Reports to be submitted	Guardianship – 3. Hearing date	Guardianship – 4. Public Guardian to be appoi...
Guardianship – 5. NSW TAG Financial Manag...	Home Modifications	NDIS 1 – Awaiting ARF Submission	NDIS 2 – Awaiting Eligibility Determination
NDIS 3 – Awaiting Plan Approval	NDIS 4 – Awaiting Supports Implementation	NDIS 5 – Awaiting Plan Review	Palliative Care Services
Rehabilitation Bed or Service	Residential Aged Care Service	Respite	Transitional Aged Care
Other			

Transfer/Transport

Aero-Medical Transfer	IHT- NSW Ambulance Transport	IHT- Waiting for Accepting Facility	IHT- Waiting for Bed @ Accepting Facility
IWT/Ward Bed	IWT/Ward Bed from Critical Care	NEPT	Transport Home Relative/Carer
Other			



Saving editing, closing and deleting a W4W

Patient W

Patient Details

DOB: 01
EDD: 31-05-2017
Admit Date: 31-05-2017
Speciality: MRI
SOB: MRI
Age: 65
Language: English
Financial Status: Public - MRI Hosp Dr
Address: 11/20 Jerr
Health: 2535

EDD History

EDD	Source
31-05-2017	Update from PLS
02-06-2017	Initial Calculated

Admission History

Facility	Ward	Admit Date	Transfer
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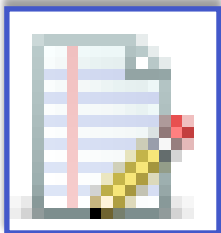
Waiting for What

Category: Diagnostics/Treatment
Reason: MRI
Notes: Booked 29/5/2017
Start Date: 30-05-2017
Close Date: []

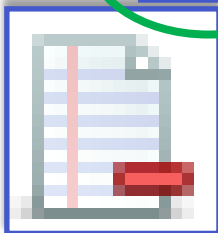
Save Cancel

Waiting for What

Categories	Outstanding	Start Date	Close Date
Diagnostics/Treatment	MRI	30-05-2017	[]
	Booked 29/5/2017		



Edit



Delete



PFM Responsibility

Waiting for What – Current Admissions (Open Reasons)

Kings Hospital

Snapshot 29/05/2017 11:25 AM

Patient ID	Surname	First Name	Primary Delay Reason	Secondary Delay Reason	Optional Text	Admission Date	LOS	WFW Start Date	WFW (Total Days)	EDD	Specialty	Ward Code	Med. Officer	Last Updated Date	Last Updated By
291718			Consults	Cardiology	Dr Smith	25/05/17	4	29/05/17	0	14/06/17	Orthopaedics	1N	JONES	29/05/17	53037108
294651			Diagnostics / Treatment	MRI	MRI Brain	25/05/17	4	27/05/17	2	14/06/17	Neurology	2W	MARTIN	29/05/17	53037108
292861			Discharge Process	AMO Discharge Review		01/05/17	28	28/05/17	1	07/06/17	Aged And Extended Care	LEVER	GORDON	29/05/17	53037108
189943			Out of Hospital Referral	Guardianship – 3. Hearing date		26/05/17	3	26/05/17	3	09/06/17	Aged And Extended Care	LEVER	PETERS	29/05/17	53037108
227446			Out of Hospital Referral	Residential Aged Care Service	Lovely Care Nursing Home	20/04/17	39	01/05/17	28	02/06/17	Aged And Extended Care	LEVER	FRANCIS	29/05/17	53037108
276290			Transfer / Transport	IHT- Waiting for Accepting Facility	St. Elsewhere Hospital	25/05/17	4	26/05/17	3	14/06/17	Genreal Surgery	LEVER	SURYAWAN, ANDREAS	29/05/17	53037108
294485			Transfer / Transport	IWT / Ward Bed	Ward 1C	03/05/17	26	27/05/17	2	01/06/17	3E	LEVER	SURYAWAN, ANDREAS	29/05/17	53037108

- Review the “W4W – Current Admissions (Open Reasons) report” daily
- Verify waits at daily flow meeting (also chase EDDs and G2Gs)
- Manage/escalate in scope with appropriate stakeholders or department heads



Reviewing Expired EDDs, Extended LOS and open W4W

Bed	Single Room	I/R	Alerts	Financial Status	Patient ID	Age	Gender	MO Specialty	Admission Reason	HLO	EDD	EDD #	Good To G	WFW	NEPT	Actions
COU_08			▲▲	Public	2781084	65 yrs	M	General Surgery	Laryngopharyngectomy, BILATERAL 2-4 Neck Dissection, Tracheoplasty, Pouchoesophageal Puncture + Ante	123	29-06-2017	27				IHT IWT Admin
B4W_09	Single Room		▲▲	Public	0088371	49 yrs	M	Orthopaedics	Overdose	104	07-06-2017	5				IHT IWT Admin
MHWH_16	Single Room		▲▲	Public	1517834	31 yrs	F	Mental Health	Nervous disorder	98	09-08-2017	68				IHT IWT Admin
MHWH_124	Single Room		▲▲	Public	8072165	46 yrs	F	Mental Health	Depression + Suicidal Ideation	91	09-08-2017	68				IHT IWT Admin
B4W_10	Single Room		▲	Private	0317145	67 yrs	F	Orthopaedics	Infected Right Knee	83	15-06-2017	13				IHT IWT Admin
C4W_06 (C)	Single Room		▲	Public	0619083	45 yrs	F	Cardiology	Post VF arrest	81	08-06-2017	6		C		IHT IWT Admin
AS_OV23				Other	0579947	22 yrs	M	Rehabilitation	Rehab / Ongoing Care	77	07-06-2017	5				IHT IWT Admin
SMHSOPW1	Single Room		▲	Private	0512392	80 yrs	M	Mental Health	delirium and hallucinations	73	11-04-2017	-52		T		IHT IWT Admin
MHWH_07	Single Room		▲▲	Public	0672845	28 yrs	F	Mental Health	MENTAL HEALTH DISORDER	72	27-07-2017	55				IHT IWT Admin
MHWH_20	Single Room		▲▲	Public	0261257	29 yrs	F	Mental Health	nervous disorder	66	22-06-2017	20				IHT IWT Admin
17H			▲	Public	2774002	70 yrs	F	Respiratory	Shortness of breath	61	04-06-2017	2				IHT IWT Admin
09			▲▲	Other	0233277	79 yrs	M	Aged and Extended Care	Behavioural issues for investigation	60	09-05-2017	-24		OHR		IHT IWT Admin
B4W_07			▲▲	Public	0019270	80 yrs	F	Orthopaedics	sepsis	58	17-06-2017	15		D		IHT IWT Admin

- Extended LOS patients need to be identified, and plans/EDDs established
- Work with your clinical teams to work out what is a

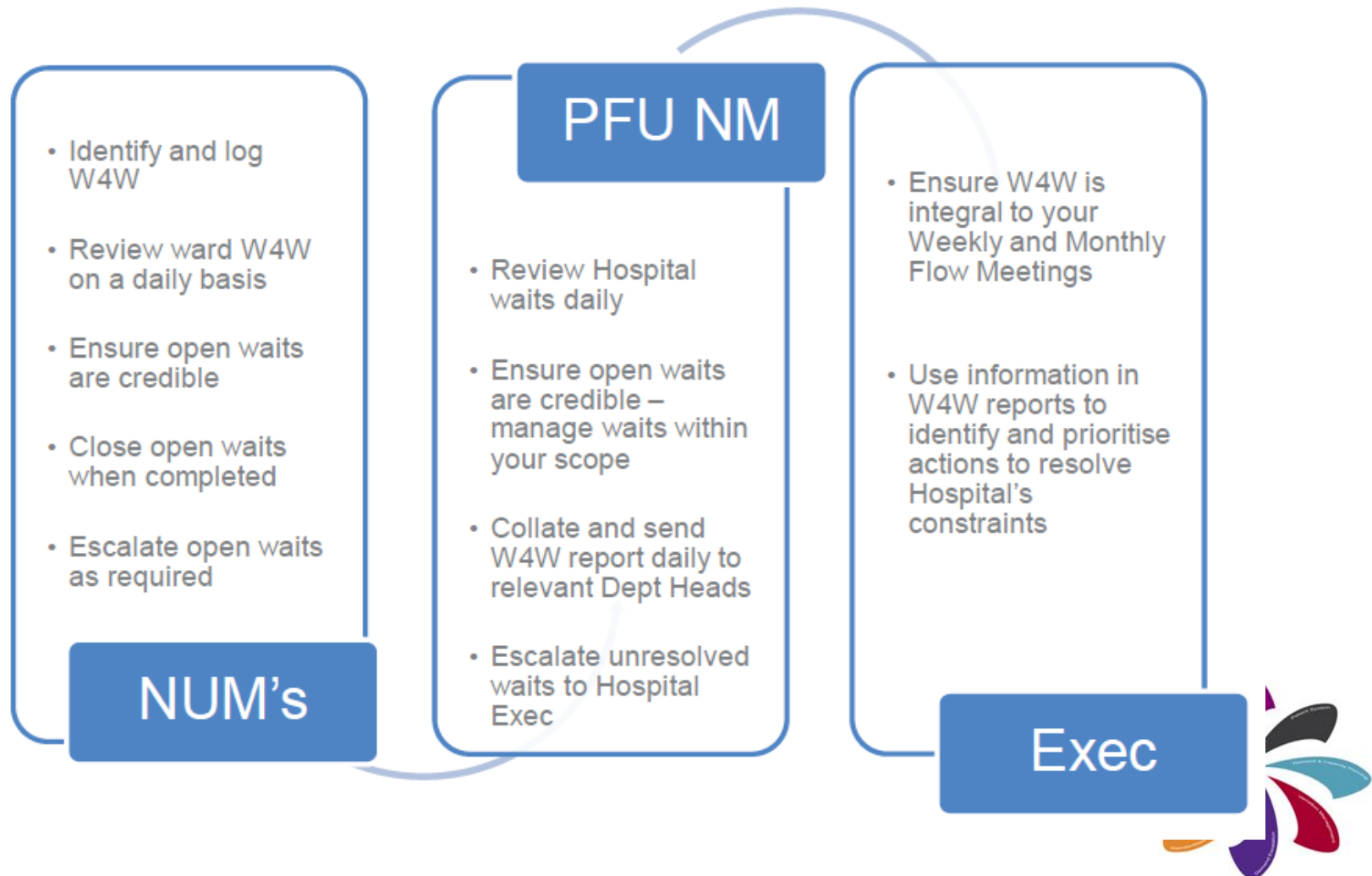


Reviewing Expired EDDs, Extended LOS and open W4W

- Question expired EDDs
- Extended LOS patients need to be identified, and plans/EDDs established
- Work with your clinical teams to work out what is a reasonable LOS for their patients
- 15% of patients should probably have a W4W
- **Recommended: weekly W4W round**

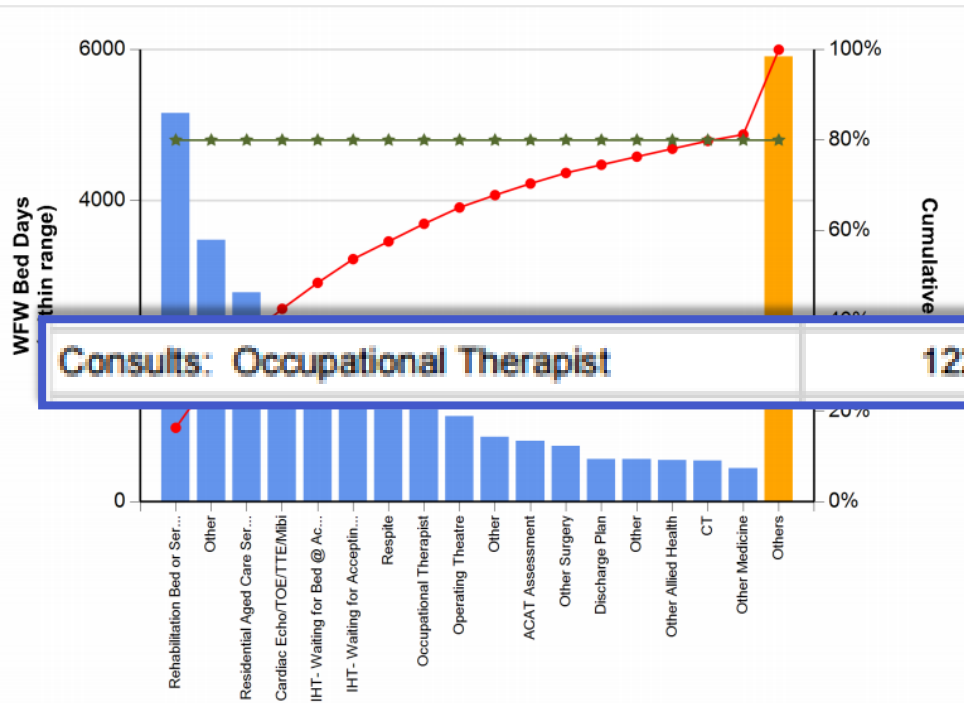


W4W Management & Escalation Process



W4W Bed days (or reasons count)

Identify priorities using Pareto principle



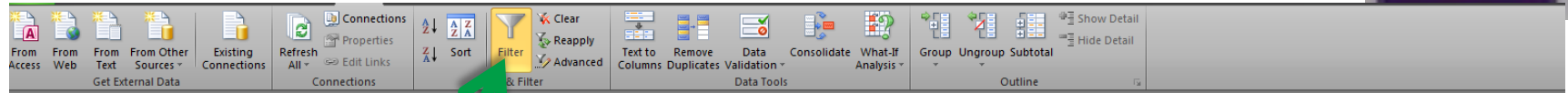
Bed Days Used per Waiting for What Reason

Reasons	WFW Bed Days (within range)	Cumulative (%)	Total (%)
Out of Hospital Referral: Rehabilitation Bed or Service	5155	16%	16%
Diagnostics/Treatment: Other	3471	27%	11%
Out of Hospital Referral: Residential Aged Care Service	2778	36%	9%
Diagnostics/Treatment: Cardiac Echo/TOE/TTE/Mibi	2034	42%	6%
Transfer/Transpot: IHT- Waiting for Bed @			
Consults: Occupational Therapist	1228	61%	4%
Consults: Occupational Therapist	1228	61%	4%
Diagnostics/Treatment: Operating Theatre	1137	65%	4%
Discharge Process: Other	862	68%	3%
Out of Hospital Referral: ACAT Assessment	804	71%	3%
Consults: Other Surgery	741	73%	2%
Discharge Process: Discharge Plan	567	75%	2%
Out of Hospital Referral: Other	564	77%	2%
Consults: Other Allied Health	554	79%	2%
Diagnostics/Treatment: CT	545	81%	2%
Consults: Other Medicine	445	82%	1%
Others	5909	100%	18%

Review aggregated waits/extended LOS at weekly/monthly flow meetings



W4W All Reasons report to provide data on priorities



P275 Medical Oncology

Waiting for What – All Reasons For the Period 01/01/16 to 31/12/16

Kings Hospital

Patient ID	Surname	First Name	Primary Delay Reason	Secondary Delay Reason	Optional Text	Admission Date	Discharge Date	LOS	WFW Start Date	WFW Closed Date	WFW Days (within range)	WFW (Total Days)	WFW Status	EDD	Specialty	Ward Code	Med. Officer	Last Updated Date	Last Updated By
855032			Consults	Occupational Therapist	New burn referral. Expected to be seen by 09/06/2016	06/06/16	15/06/16	9	06/06/16		9	9	Open	17/06/16	Plastic & Reconstructive Surgery	SBUC		09/06/16	52011973
1744713			Consults	Occupational Therapist	requires OT Ax for D/C planning expect to see by 06.02.16	11/01/16	09/02/16	29	01/02/16		8	8	Open	09/02/16	Medical Oncology	8FR		05/02/16	52011973
1196664			Consults	Occupational Therapist	OT Ax - lives with g'son, ? coping at home. Cog and Fx Ax Expect to be seen by 17.03.16	10/03/16	18/03/16	8	11/03/16		7	7	Open	18/03/16	General Medicine	TLR		15/03/16	52011973
918186			Consults	Occupational Therapist	OT review - adaptive aids and D/C planning expect to be seen by 14.04.16	06/04/16	14/04/16	8	07/04/16		7	7	Open	13/04/16	Neurology	7FR		13/04/16	52011973
1623566			Consults	Occupational Therapist	Referral for Occ Therapy Ax & Rx referred for OT ax post multitrauma. OT to ax by 14/04/2016	29/06/16	07/07/16	8	30/06/16		7	7	Open	06/07/16	Drug and Alcohol	DET		06/07/16	52214444
36113			Consults	Occupational Therapist	OT review post knee surgery expect to be seen by 01.04.16	04/07/16	14/07/16	10	08/07/16		6	6	Open	22/07/16	Trauma	TLR		14/07/16	52011973
1552473			Consults	Occupational Therapist	OT review and D/C planning expect to be seen by	23/03/16	30/03/16	7	24/03/16		6	6	Open	31/03/16	Orthopaedics	5WC		30/03/16	52011973
241064			Consults	Occupational Therapist	OT review and D/C planning expect to be seen by	22/04/16	28/04/16	6	22/04/16		6	6	Open	06/05/16	Aged and Extended Care	TLR		27/04/16	52011973

Patient Details/Specialty/Doctor/Ward
Turnaround times
Who updated the details?



Clinical Redesign Methodology



Which are your largest delay reasons?

Consults?

Diagnostics?

Transfers?

W4W all reasons report can be used as part of diagnostics

Are further diagnostics required?

- Compare with other data e.g. eMR referrals, patient notes
- Process mapping,
- Staff perspectives



Contact us for:

- Education and advice around the Patient Flow Systems Framework
- Support and training on the Patient Flow Portal and Electronic Patient Journey Board

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