

Smooth Patient Flow

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Health
Central Coast
Local Health District



Overview of Smooth Patient Flow



Introduction to Smooth Patient Flow

Poor patient flow attracts a lot of attention from the media and occasionally results in news headlines that are sensationalised.

Negative news about health care attracts attention from politicians and health service executives and consequently a chain of negative messages cascade down through the system impacting on all of us and creating a major distraction from the delivery of quality care.

There will always be unforeseen events that impact heavily on hospital resources however, for the most part, we can keep the system working in the best way to provide good care simply by practicing good management of patient flow.

“...we can keep the system working in the best way to provide good care simply by practicing good management of patient flow”





Patient Flow - Myths & Facts

"Patient Flow is all about..." Which of the following phrases are closest to the perception you have of the purpose of patient flow?

- getting patients through as quickly as possible
- ensuring patient safety
- meeting KPI's
- putting patient care first
- good communication
- adding another layer of complexity to the job
- management's response to budget cuts
- taking action before problems arise

Correct.

Good patient flow is achieved by looking ahead and comparing what resources you will need with what you have, then taking action to prevent problems arising.

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The Seven Elements of Patient Flow



The Seven Elements Framework

Correct. The best way to get a quality result is to set up and use systems that are designed to give you the desired result. It is not that the design is flawed, you should be confident that the system is following the patient outcome.

Smooth Patient Flow Key Message:

"Communication and relationship building is a more effective approach to managing patient flow than either 'hassling' other staff to move a patient, or focusing on isolated efficiency gains within an organisational silo."

UTAS Evidence Based Review 2012



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