Patient Flow Integrated Operations

Operational Control

Midland Regional Hospital Portlaoise

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From ED to Discharge

Patient flow is predominantly involved in the movement of patients through various stages of care within a hospital setting. This encompasses their journey from the point of entry, typically the Emergency Department (ED), through inpatient care, and finally to their discharge, whether to home or a residential care facility.

Effective patient flow ensures that patients receive

- Timely

- Efficient

- appropriate care

- minimizing delays

- optimizing the use of hospital resources

- Effective discharge planning

From ED to Discharge

Challenges to Patient Flow

- **Bottlenecks in the ED:** Overcrowding and delays in transferring patients to inpatient bed can lead to extended wait times.

- **Coordination of Care:** Ensuring seamless communication and coordination among multidisciplinary teams is crucial.

- **Discharge Delays:** Inadequate discharge planning and lack of post-discharge support can result in delayed discharges and readmissions.

From ED to Discharge

- **Strategies to Improve Patient Flow:**

- **Integration of Systems and Processes:** Use of integrated electronic health records (EHRs) and patient tracking systems to streamline information sharing and coordination.

- **Interdisciplinary Teams:** Collaboration among healthcare providers, including doctors, nurses, social workers, and discharge planners, to ensure comprehensive care.

- **Data Analytics:** Utilising real-time data and predictive analytics to identify and address bottlenecks, optimize resource allocation, and improve decision-making.

- **Patient Engagement:** Involving patients and their families in care planning and decision-making to ensure smooth transitions and adherence to post-discharge instructions.

Transformative Impact of Integration on following Patient Outcomes

- Introduction of Additional Bed Management, Frailty Team, ANP for Triage Category 4, 5. ADON for Patient Flow and Post Triage Nurse

- **Before Integration:**

  - Long wait times [PET times]

  - Elevated readmission rates

  - Inefficient resource use

- **After Integration:**

  - 30% reduction in wait times [PET Times]

  - 20% decrease in readmission rates

 - Enhanced resource utilisation and cost savings

From ED to Discharge

Management of Patient Journey

- Patient – centred care

- Improved communication

- Improves satisfaction

Tools to support Patient Flow

- Interdisciplinary teamwork: collaboration between different departments (e.g., ED, radiology, surgery, discharge planning).

- Real time data sharing [Bed Tracker]

- Predictive analytics

- Senior decision maker

- Cross Cover and Weekend Cross Discharging

- Discharge to Assess
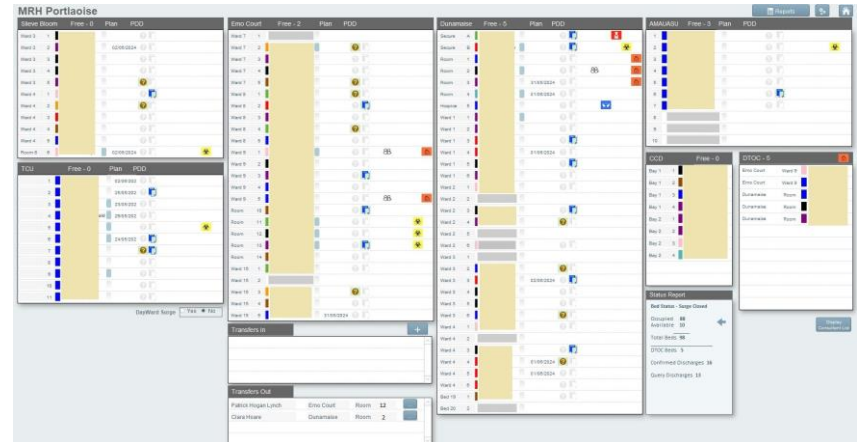
Hospital statistics

45,000
Yearly ED attendances

1,120
Weekly ED Attendances

160
Average Daily ED Attendances

69
Medical and Surgical Beds

3.8days
AVLOS