

Whole System Patient Flow Improvement Programme

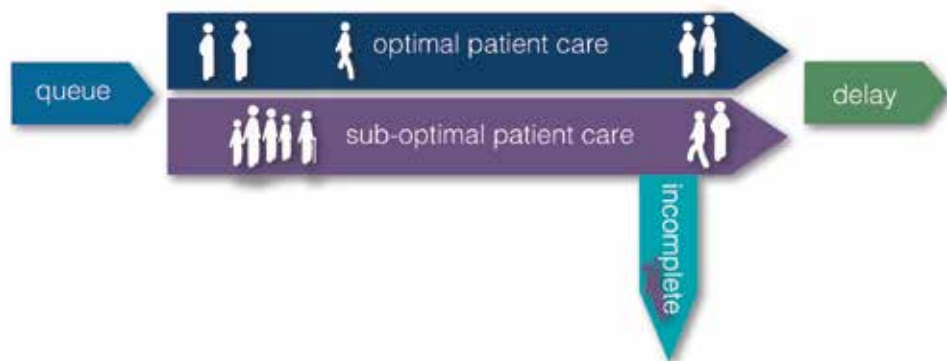
[http://www.qihub.scot.nhs.uk/quality-and-efficiency/
whole-system-patient-flow.aspx](http://www.qihub.scot.nhs.uk/quality-and-efficiency/whole-system-patient-flow.aspx)

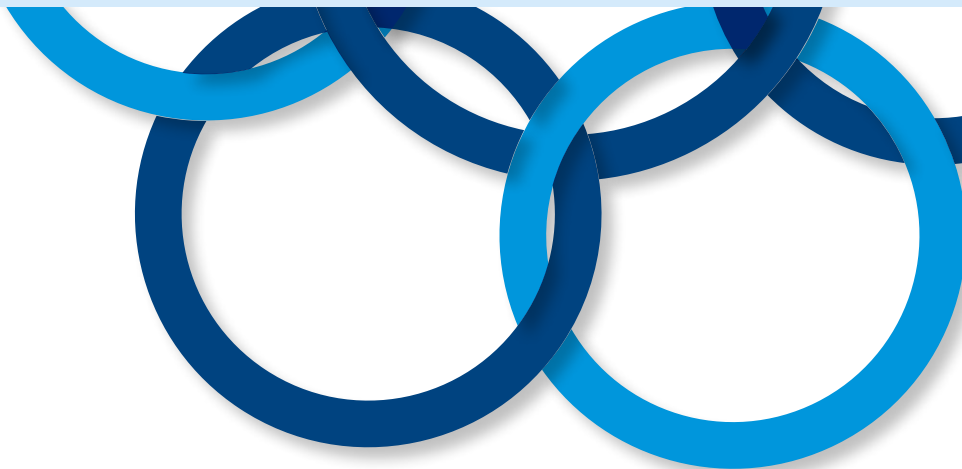
Good patient flow supports optimal care for patients' needs and contributes to safe, person-centred and effective care. It also eliminates or reduces inefficiencies.

Poor patient flow means reduced quality which may result in patients:

- Waiting for treatment
- Receiving sub-optimal care that may not be as effective or perhaps take longer
- Being delayed once their treatment is complete

Right care, right time, right place, right team, every time





Programme Priorities

Proof of Concept Testing – Institute for Healthcare Optimization (IHO)

The aim of this work is to successfully test, implement and spread an operations management approach from the Institute of Healthcare Optimization (IHO) that will optimise patient flow across the whole system and improve the experience for patients, carers and staff.

Fracture Pathway Redesign

An alternative fracture pathway model has been developed to improve patient experience and quality of care. The new model streamlines the patient journey and removes the need for non-value adding patient attendances in hospital.

Hospital Safety Flow Huddles

Organisations have identified Hospital Huddles as an opportunity for Flow and Safety to be part of the same conversation. Early morning huddles and debriefs at key points in the day provide a timely, proactive review and mitigation of clinical risks as part of a 24/7 system.

Enhanced Recovery

Enhanced Recovery provides a way of managing care and rehabilitation that improves patient outcomes and speeds up patient recovery after surgery, enabling them to return to normal activities more quickly.

Criteria Led Discharge (CLD)

CLD prevents unnecessary delays in patient flow through promoting delegated decision making by members of the multi-disciplinary team, thus ensuring discharge from an acute hospital at the optimum time and day for patients. This process promotes proactive decision planning with the aim to improve quality and safety of patient care by limiting delays in decision making.

Tools

The following tools have also been created to support NHS Boards to understanding patient flow:

- Same Day Surgery Improvement Resource
- Day of Care Survey
- Performance Toolkit

Further information and contact details for all of the above are available on the programme website <http://www.qihub.scot.nhs.uk/quality-and-efficiency/whole-system-patient-flow.aspx>

The programme recognises the contribution and achievement of many other national and local initiatives to improve patient flow and quality of care.