Patient Flow
Recycling an old Role

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AUSTRALIA

Population 23,876,200 as of 26 August 2015
Beware of assumptions
PERSPECTIVE
BIG

Area 7,692,024 km²
Population 23,876,200 as of 26 August 2015
**PERTH, Western Australia**

- Train rescue

<table>
<thead>
<tr>
<th>AREA</th>
<th>Western Australia</th>
<th>2,525,500 km²</th>
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<tbody>
<tr>
<td>WA Population</td>
<td>2.35 million</td>
<td>(2 million Perth)</td>
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<td>Sunshine hours PA</td>
<td>Perth 3000</td>
<td>London 1460</td>
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<td></td>
<td>Copenhagen 1603</td>
<td>New York 2534</td>
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<td>Toronto 2024</td>
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</table>
Beach & River
Swan Valley
ROYAL PERTH HOSPITAL

- 15 Theatres
- 17,000 operations PA
- 84,000 ED presentations PA
- Nobel laureate- Barry Marshall, Robyn Warren- Helicobacter
- Australian of the year Fiona WOOD- Spray on skin graft
- BOMB!
PACU- Recovery

15 Theatres

PACU Opened 1989

20 bays (shared)

Regional Block service

CNC x1, CN x3

Coordinator am-pm

Pt flow nurse
The Project

Clinical process review - delays

Escort patient to ward

Extended Collection times

- Busy
- Motivation / reward
- Cultural
ESCORT NURSE?!!

What were they thinking?
ROLE DEVELOPMENT

Defining the role
  • 1 FTE
  • Where located
  • Enrichment, satisfaction

Seizing the opportunity
  • Making an improvement
Engaging the stakeholders

Buy-in from ward leaders
- Time frames agreed
- Clinical handover
- Reduce time out of unit
- Phone handover
- ISOBAR
- Sheet kept for 12 months

Escort Nurse Flow Chart

- Recovery Coordinator phones ward to collect patient
- Nurse arrives in Recovery within 10 minutes
- Nurse is able to leave ward within 5 minutes
- Recovery phones ward
- Nurse can accept A phone handover
- Ward CNS contacted
- All clinical problems with the patient are responded to safely and appropriately
  Eg BLS, MET call, Notify ward CNS, Notify recovery CNC
- Patient escorted to ward
- Handover delivered
Reassigning roles

Recovery nurses buy-in

- Coordinator on the floor- away from the desk
- All non clinical communication via the ‘escort’
- All data entry
- Consistent communication
- Persistent
- Employed specific role
- Personable
- Energetic
- Team focused
Sarah’s Poster

**RECOVERY PATIENT FLOW NURSE**

**Sarah Lambert RN**
Royal Perth Hospital Wellington Street, Perth 6000.
Ph: 92243200 ext 92243217

**In June 2008 Recovery wait time cost 2.41 FTE hours: $455,000**

- The problem is severe hence the need to improve the processes to reduce PWC/EC times

**Initiative Quality Gains**

1. Establishment of inter-disciplinary relationships by role consistency
2. Provides a day to day point of contact giving continual feedback and communication channels
3. Provides a resource for problem-solving patient flow issues
4. Provides interactions with inter-disciplinary staffs, including clinical activities
5. Reduces hospitalization time to reduce overall costs
6. Provides extra clinical resource for peak times
7. Reduced recovery wait times improving KPIs
8. Exceeds customer expectations

**Example: Exceeds to Villa by Month**

**Satisfaction Survey Responses**

- “We work as a team with you, and improve our flow in the day surgery unit”
- “Greatly exceed the positive impact of the patient flow/nurse resort service through the hospital”
- “Don’t know how we managed without you”
- “It was most helpful to know how the service has grown and assisted patient flow”
GAINS- Quality

1. Development of inter-departmental relationships by role consistency
2. Provides a day to day point of contact giving continuity of communication
3. Provides a resource for problem-solving patient flow issues
4. Improved communication with bed managers re: dynamic clinical activities
5. Releases recovery coordinator from the desk to embrace clinical role
6. Provides extra clinical resource for peak times.
7. Reduced recovery wait times improving KPI’S
8. Measurable cost/benefit
Evaluation

78% leave recovery within 30 mins of meeting discharge criteria.

Wait time reduced from 2.4FTE to 1.3FTE
Questions