

Patient Flow Assessment

Acute-care settings are often plagued with waits, delays, and dissatisfaction. Nowhere is this more observable and its impact more palpable than in hospital emergency departments. Every healthcare administrator, clinician and patient wants his or her hospital and community to have an emergency department that works and that they can be proud of. Effective and efficient patient flow is crucial to a successful ED.

BestPractices looks at following areas in assessing the patient flow through an ED:

- How well capacity is matched to demand
- The impact of operational and clinical variability and how it is managed
- How much waste is occurring in your processes and services
- How the ED can forecast and predict demand for key servers and services
- How you can effectively manage peak loads
- Solving the “boarding burden” problem
- How you can help to shape demand

BestPractices will do a full assessment of the Emergency Department’s patient flow. A detailed assessment identifies opportunities to improve patient flow, throughput and effectiveness in your emergency department. BestPractices utilizes analytical tools, interviews key stakeholders and conducts on-site observations of people, processes and performance to evaluate ED flow, LWBS times, wait times, boarding issues and other components that affect patient flow and patient outcomes. A process flow map is created, observations summarized and analytics reviewed to both appreciate what is currently working well and to suggest areas of targeted improvement.