

FLOW = ACCESS

Applying flow strategies to maximize patient & resident access to appropriate care.

We know that one of the P4P metrics that we look to affect with our flow work is the 10-hr rule (i.e., ensuring an admitted patient doesn't wait in our ED for longer than 10 hours). And we also know that there are a number of factors that impact our ability to meet that target.

Bed turnaround times is one of those factors. For the last couple of months, our contracted cleaning service, Crothall, has taken a proactive approach to looking at issues and barriers related to the cleaning and turning over of our beds.

As a result, Crothall has identified the need for a “Flow Champion” who will attend the morning bed meeting, follow-up on any pinch points, and ensure good communication between clinical and Crothall staff. We are excited to see the outcome of this position, and are equally as excited to work with a partner who's as invested in reducing the time it takes to transition patients to the appropriate level of care as we are.

If you have a bed turnaround issue that you'd like to discuss with our Flow Champion, please contact Diane Kierstead (x68962).



How you want to be treated.

