

FLOW = ACCESS

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

There are any number of questions you might run into with flow.

The great news? There are a lot of people at PHC who are knowledgeable in the organization's flow strategies and are great sources of information. So, the next time you bump up against a question, here is a list of people you can turn to for support:

- Your CNL, PCM, or Director
- The social worker on your unit/in your area
- Adele Doll, Patient Flow Systems Navigator/Leader
- Marjorie Sumaydeng, Access Coordinator
- Diane Kierstead, PCM, Access Services
- Shannyn Sainiuk, PCM, Emergency/ICU/Access (MSJ)
- Ali Saremi, Advisor, Data Analytics
- Claudia Friess, Corporate Director, Acute Care
- Chery Harris, Performance Improvement Consultant

We're working on documents and a formal escalation process to post on PHC Connect so that soon, our flow resources will all be accessible in one place.

