

FLOW = ACCESS

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

Do you ever have those moments where you give your head a shake and think, *“Am I imagining things or is it wildly busy right now?”* Or, *“I don’t think I’ve ever seen volumes like this before.”*

Did you know we have tools that capture this type of data that we can use to analyze what’s currently happening across our sites and with our volumes (and help to validate these types of feelings)?

One of these tools is Cap Plan, which keeps a record of activity from the past several years. This provides the ability to check: *“Has it been this busy before?”* *“Are these unprecedented volumes?”*

You can access Cap Plan using the link below, or through PHC Connect (look for the button in the bottom right-hand corner of the page). If you need help discerning what any of the numbers mean, contact Diane Kierstead, PCM, Access Services: DKierstead@providencehealth.bc.ca.

