

FLOW = ACCESS

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

There is a provincial flow group led by the Ministry of Health (MoH), which has been doing a lot of work over the past several years revising and standardizing processes for patients being transferred between health authorities.

This work has now been formalized into an official process and published as a Memo of Understanding (MOU), which has been endorsed by all health authorities. Much of our current flow work is aligned with the details outlined in this MOU, adding rigour to our work and a framework for our inter-health authority patient transfers.

Doing this work well and right will take education, and the development of tools and systems at all BC facilities to deliver on it.

CNLs have been very involved with this work, as it relates to our partners at Patient Transport Network (PTN). If you would like to learn more, please connect with a CNL on your unit!

