

FLOW = ACCESS

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

Our apologies for being silent these past few months; it was a busy fall but, much like the diligence required to stay on top of flow, we know consistency is key!

Starting in January, look for a fresh Flow Fact to land in your inbox each month. Heading into December, we can safely anticipate some challenges with regard to patient access and flow. Here are some strategies to consider:

- **Get ahead of it:** Stay the course on patient discharges and be diligent in practicing our flow best-practices to ensure we're maximizing patient and resident access to appropriate care.
- **Stay consistent:** Maintain normal levels of patient services wherever possible.
- **Take advantage of support:** We're in this together – successful flow management makes everyone's everyday better so let's support one another, ask questions, and escalate when necessary!
- **The right care at the right place:** A campaign to help Vancouverites choose the best option for their care over the holiday season is launching this week. This should help minimize unnecessary ED visits. More information coming soon.

Have a rewarding and relaxing Christmas & holiday season; see you in January!

