

FLOW = ACCESS

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

Today we're shining a light on the importance of ALC (or "Alternate Level of Care"), which is a classification system used to categorize when there's a mismatch between the care needs of a patient, and the services/resources provided in that setting. This occurs most often when a patient is in an acute bed awaiting a community-based service.

There are 12 identified ALC categories (*for a refresher on these, take a look at the guidelines and definitions page below!*) and while it might seem like an extra or unnecessary step to add this designation to a patient's chart, it offers invaluable insight into a number of areas:

- Helping to track whether or not our patients are moving through the system in a timely manner and are able to access the appropriate level of service that they need, when they need it.
- Communicating to our community partners what we need for our patients, particularly at points of transition.
- Providing evidence-based data that informs our care and service-planning.
- Helping to better understand our patients' journey through the system. It's important to know and measure the amount of time that our patients are simply waiting to move to another more appropriate care location outside of the hospital or in another facility.

It's important that we all familiarize ourselves with the ALC designations and are attentive in watching our patients' evolving ALC needs. If you have questions around how to best identify your patients' appropriate ALC designation, please have a conversation with your CNL or PCM.



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