



Perth and
Smiths Falls
District Hospital



Flow Project: Update

Presented To: Board Quality

Presented By: Brian Smith, VP Patient Care

Problem Statement:

- There is a lack of flow throughout the organization that is resulting in inadequate Emergency Department (“ED”) resources and this negatively impacts the provision of high quality patient care in the ED.
- The lack of flow limits the timely access to beds for the acutely ill patients. Further, there are long wait times for patients admitted who require an inpatient bed and there is an overall dissatisfaction amongst staff, physicians and patients/families as a result of poor patient flow.

Overview:

- Multidisciplinary meeting was kicked-off December 2022
- Membership – Unit Manager, ED Physician, Hospitalist, Family Medicine, Nurses, Flow, CNE
- A validated tool was used to work through the problem

Perth and Smiths Falls District Hospital

Title: _____ Start Date: _____

Owner: _____ Complete Date: _____

Improvement Worksheet

<p>Problem Statement: • Gap between actual and desired performance</p>	<p>Target Condition: • Desired future state / measurable targets</p>																				
<p>Background: • Context for understanding importance of problem</p>	<p>Countermeasures: • What strategies have been identified to address the problem?</p>																				
<p>Current State: • What do we know about the problem and its impact?</p>	<p>Action Plan: • Tests of change (PDASAs) / activities required for implementation</p> <table border="1"> <thead> <tr> <th>What</th> <th>Who</th> <th>When</th> <th>Where</th> <th>Findings</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	What	Who	When	Where	Findings															
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<p>Root Cause Analysis: • What are the root causes of the problem? Why does the problem or need exist?</p>	<p>Results and Follow Up: • Performance achieved • Has the problem been resolved? • How will any gains made be sustained?</p>																				

Problem Statement:

- Together the committee determined the problem
- The problem was unpackaged further whereby the “background” and the “current state” was analyzed
- Using a root cause analysis approach – several issues started to emerge

Improvement Opportunities:

- Together the committee determined the problem
- The problem was unpackaged further whereby the “background” and the “current state” was analyzed
- Using a root cause analysis approach – several opportunities started to emerge

Root Cause Analysis:

- Equipment – 5 opportunities
- Process/Procedure – 17 opportunities
- Patients – 4 opportunities
- Provider/Staff – 4 opportunities

Current Status:

- Each opportunity was identified as being high/low probability to help improve Flow and easy/hard to achieve
- A total of 13 Opportunities will be worked on
- MRP's are being assigned to each 13 opportunities

Sample of Opportunities:

1. Standardize the notification of families prior to discharge
2. Revision of the Corporate Surge Plan
3. Improve transitions and target transfers to 1 hour
4. Improve access to post-discharge follow-up appointments
5. Improve communication for bed turnover



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Patients and Families
THE Heart of Care

ANY
QUESTIONS
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