



Get to Know Health PEI's Patient Flow & System Utilization (PF & SU) Team

The **Patient Flow and System Utilization (PF & SU)** Team is tasked with enhancing patient and client flow throughout the healthcare system to ensure all patients/clients are receiving optimal care through their entire healthcare journey. The members of the team include:

- **Provincial Bed Coordinator** – Leads daily bed coordination huddles with patient flow representative of acute care facilities to provide an overview of system capacity areas of high bed demands. The provincial bed coordinator works closely with the patient flow representatives in each acute care facility and the Out of Province (OOP) liaison nurses.
- **System Optimization Analyst** – Leads the application of Industrial Engineering/Operations Research principles including continuous improvement (CI) techniques to support system quality improvement activities.
- **Out of Province Health Services Coordinator** – Provides administration and coordination of the out of province (OOP) referral program designed to oversee the review, assessment, approval or denial of referrals for medical treatment outside of PEI as requested by PEI Physicians. The Coordinator works closely with Medicare Medical Consultant, PEI and OOP Physicians, OOP Liaison nurses, and OOP Medicare claims processing staff.
- **Out of Province Liason Nurses** – Coordinates care for patients that are returning to PEI from an OOP hospital. This may require working with the Provincial Bed Coordinator and acute care facilities to arrange transfer hospital or arranging home care or other community supports to support discharge home.

Client/Patient Flow Tools and Resources:

- **Hospital Service Sites Provincial Overcapacity Policy**
 - Outlines actions to be taken to avoid emergency department (ED) overcapacity and steps to be taken to alleviate overcapacity situations when they arise.
- **Provincial Hospital Occupancy Report**
 - Provides up to date information on capacity at each acute care facility. Overcapacity situations are highlighted on this report.
 - You can find this report at: http://boeprod.peigov/bmdashboard/bm_dashboard.pdf
- **Electronic Bedboard**
 - Provides members of the provincial bed coordination team with bed maps and worklists to facilitate the movement of patients/clients within and between facilities.

For more information on client/patient flow tools and resources, please contact
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