



## GET TO KNOW HEALTH PEI's PATIENT FLOW AND SYSTEM UTILIZATION (PF & SU) TEAM

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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.

Members of the team include:

- **Provincial Bed Coordinators**- Leads daily huddles with patient flow representative of acute care facilities to provide an overview of system capacity and areas of high bed demands.
- **System Optimization Analysts**- Leads the application of Industrial Engineering/Operations Research principles, including continuous improvement techniques, to support system quality improvement activities.
- **Out of Province Health Services Coordinators**- 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 physicians, OOP liaison nurses and Medicare claims processing staff.
- **Out of Province Liaison 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 hospital transfer, home care or other community supports to assist with discharge home.

### CLIENT/PATIENT FLOW TOOLS AND RESOURCES:

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- **Hospital Service Sites Provincial Overcapacity Policy** - Outlines actions to be taken to avoid emergency department 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 acute care facilities. Report is available here: [http://boeprod.peigov/bmdashboard/bm\\_dashboard.pdf](http://boeprod.peigov/bmdashboard/bm_dashboard.pdf).
- **Electronic Bedboard**- Provides members of the provincial bed coordination team with bed maps and worklists to facilitate movement of patients/clients within and between facilities.