

ACCREDITATION

Required Organizational Practice (ROP) of the Month

CLIENT FLOW

- The **Required Organizational Practice (ROP)** for **Client Flow** states that organizational leaders optimize **client flow** within their system by ensuring there is an operational action plan that aligns with the strategy to effectively manage and monitor client flow within the organization.
- **Client/patient flow** is the timely and efficient movement of clients through the health care system as they progress through various stages of care.
- Improving **client/patient flow** not only reduces Emergency Department overcrowding but also ensures that members of the community are receiving the most appropriate care in the most appropriate environment in a timely manner.

AT HEALTH PEI:

- There is a **Hospital Service Sites Provincial Overcapacity Policy** which outlines all department and team member responsibilities when the ED is experiencing overcapacity/overcrowding, mitigation actions that should be used proactively to avoid ED overcrowding/overcapacity, and measures to be taken when overcapacity occurs.
- Electronic tools are used to support this policy and to assess capacity throughout the system.
- A **provincial bed meeting** is held each weekday and is attended by representatives from each acute care facility including clinical leads, supervisors and bed flow coordinators.
- **Daily Unit Discharge Rounds** have been implemented on all units at QEH and PCH and will be implemented at all other acute care sites in the near future to support disposition planning early in the patient journey to ensure timely discharges and appropriate patient/family support.

Client/patient flow requires proactive collaboration within and between facilities to mitigate emergency department overcrowding.

Questions Surveyors May Ask Staff:

How does your unit communicate its number of available beds and discharges?

How do you know when the ED is overcrowded?
What steps are taken in your unit?

What data is used to understand patient/client flow on your unit and throughout the organization?