



Accreditation: ROP of the Week

Required Organizational Practice: Client Flow

WHAT IS CLIENT FLOW?

- Client (or patient) flow is the timely and efficient movement of clients through the health care system as they progress through various stages of care.
- Client/patient flow is improved throughout the organization and emergency department (ED) overcrowding is mitigated by working proactively with internal teams and teams from other sectors.
- Improving client/patient flow not only reduces ED overcrowding but ensures that members of our 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.
- **Discharge planning rounds** are held weekly and as needed on all inpatient units 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 (ED) overcrowding

Various patient flow data (e.g., *length of stay, turnaround times, wait times*) is measured and monitored to identify areas of improvement and actions.

Questions Accreditation Canada 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 area/unit to help?

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