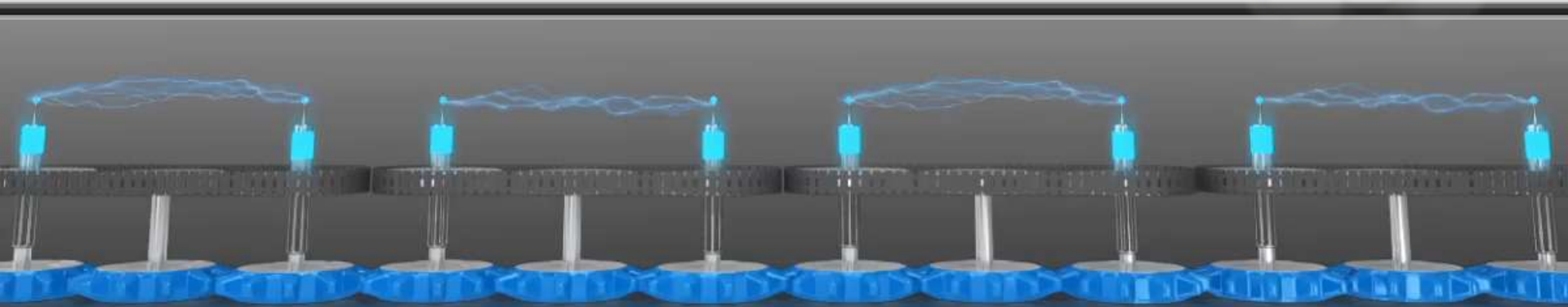




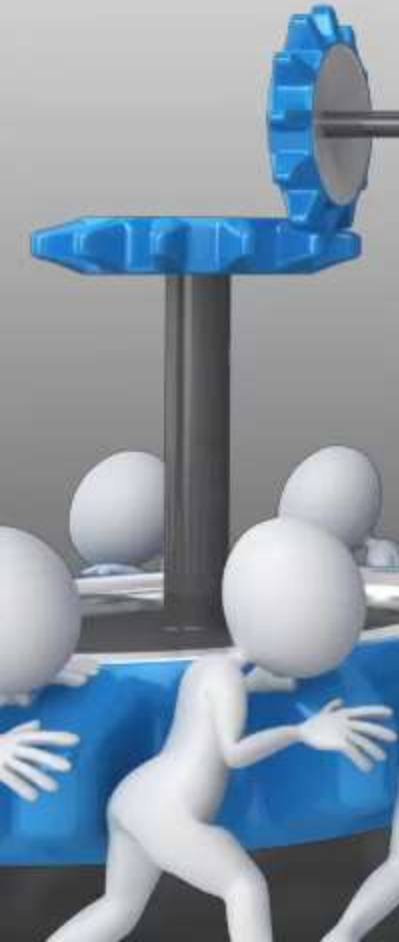
# Centralizing Patient Access Through An Integrated Command Center (1<sup>st</sup> In a 4-Part Series)

**CENTRAL VIRGINIA VA HEALTH CARE SYSTEM**



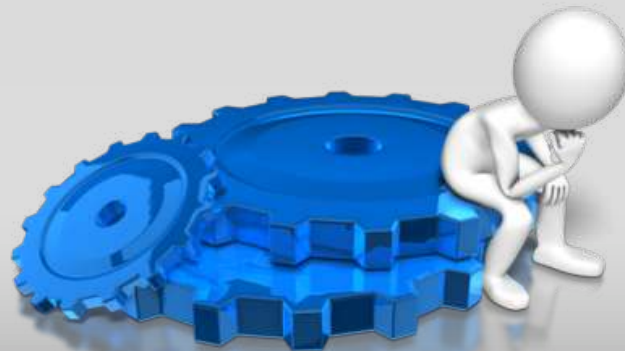
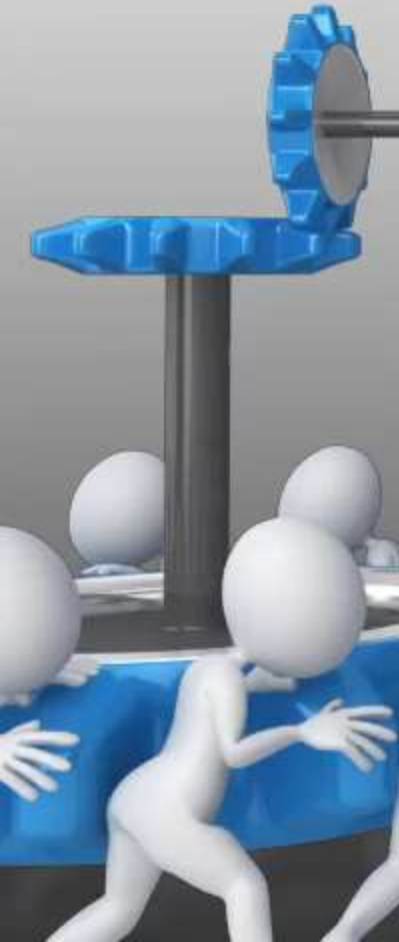
# FLOW MANAGEMENT

- ❖ *Integrated team of healthcare stakeholders with a shared mission to provide excellence in patient flow throughput utilizing collaborative efforts.*

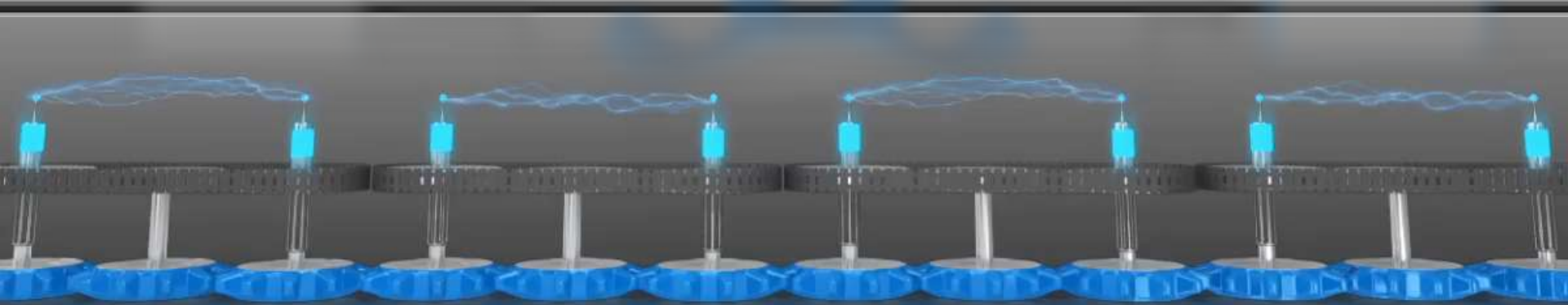


# Why Integrated Flow Management?

- ★ Provides 24/7/365 Consistency
- ★ Track and Manage Patient Flow
- ★ Identify Bottlenecks
- ★ Ultimate Goal



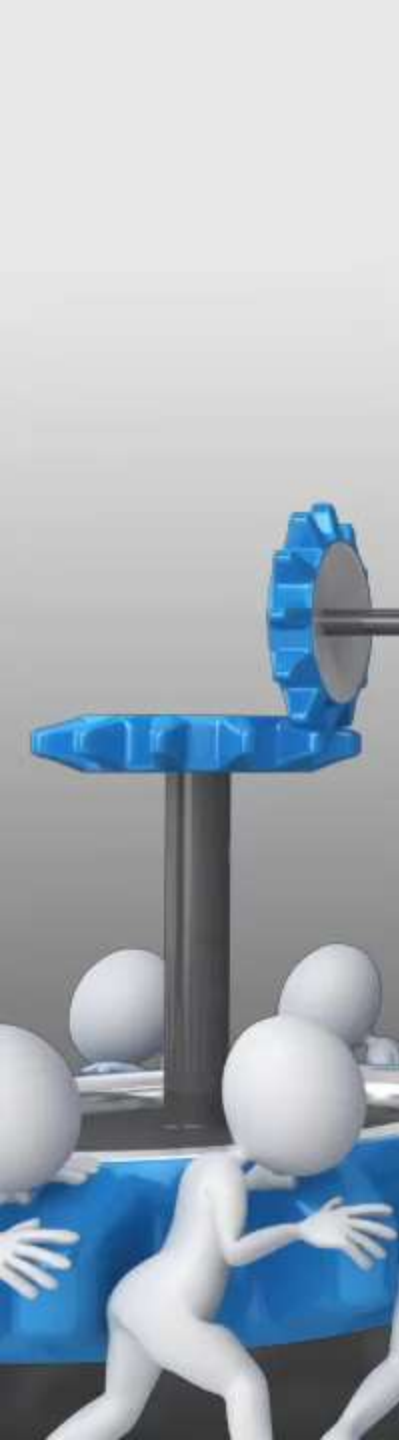
# INTEGRATED FLOW MODEL



# INTEGRATED FLOW MODEL

## Daily Bed Huddles

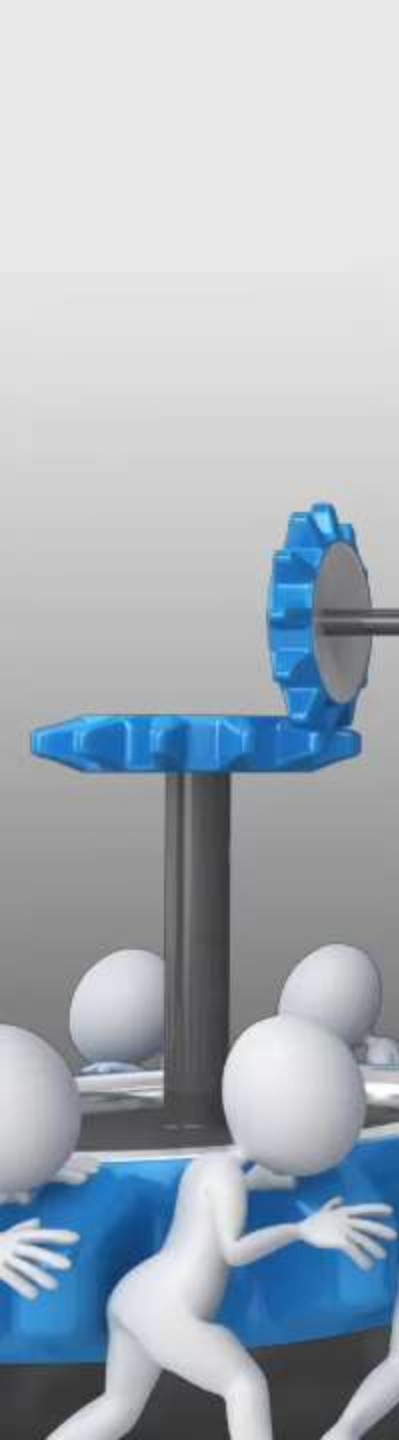
- ❖ Teleconference Line
- ❖ OR Throughput
- ❖ Admissions
- ❖ ED Transitions
- ❖ Delays / Barriers & Resolutions



# INTEGRATED FLOW MODEL

## IDT Huddles

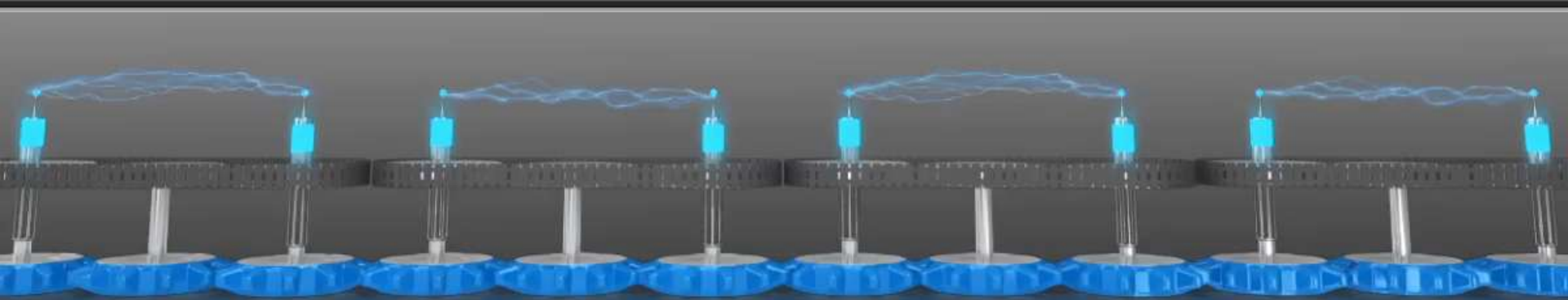
- Flow Leadership
- Attendings, UM, SW, Case Mangers, EMS
- Structured Format
- Telemetry Report
- ECHO/PICC List
- Stress Test, CT and PET Scans



# INTEGRATED FLOW MODEL

## Standardized Communication

- Dedicated workspace throughout the medical center.
- Established FLOW (3569) number.
- Established Flow email groups and shared drives.
- Facilitate VAMC site visits.

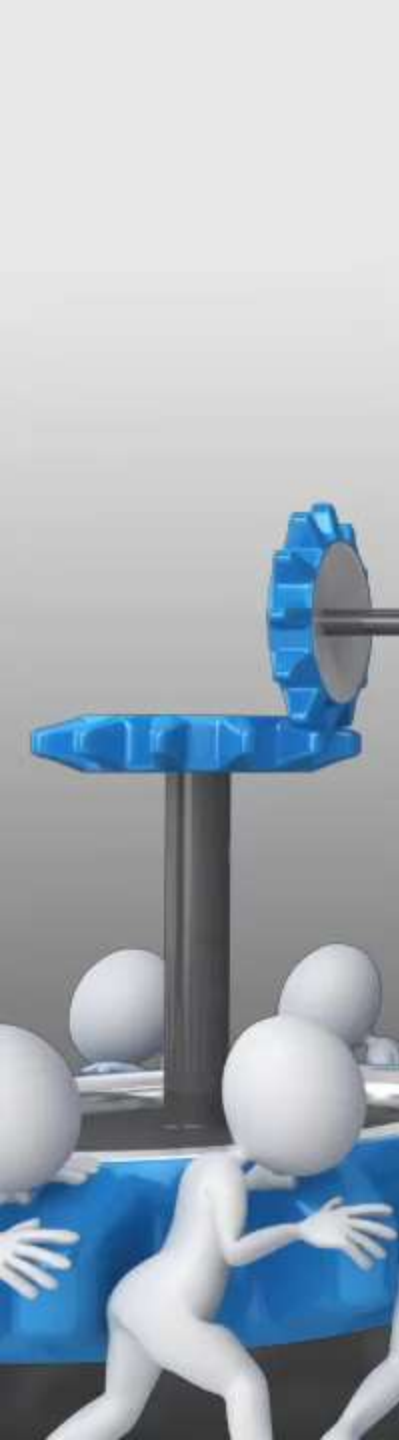


# INTEGRATED FLOW MODEL



## Governance

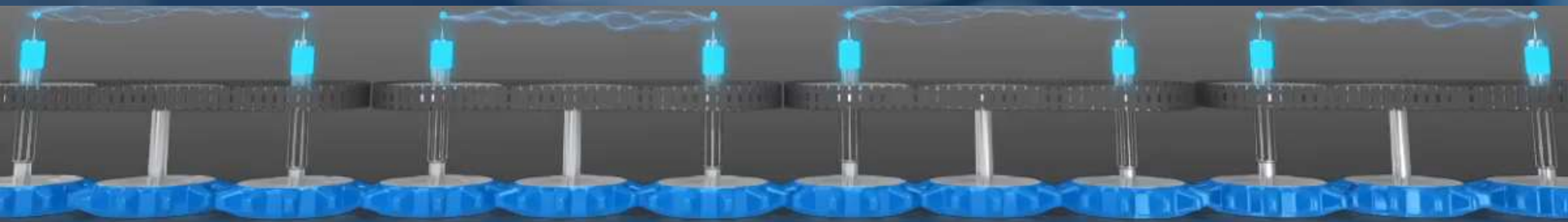
- Patient Flow Committee Charter
- Flow Leadership Team
- ED/Medicine Flow Committee
- Surgical Committee
- Physician-Nurse - Dyad Leadership





# OUR SERVICES

- ✓ **Inpatient Flow**
- ✓ **Inter-facility Transfers / VA-VA Transfers**
- ✓ **Diversion Management**
- ✓ **Community Connections**
- ✓ **BMS Management**
- ✓ **Transitions of Care**



# OUR OVERSIGHT

2300 Patient  
Flow Report,  
ED-Floor  
Throughput &  
Transfer Log

0000 Patient Flow Rounds &  
Mission Act Authorizations

0100 Patient Flow Report & ED-Floor Throughput

2200 Patient Flow Rounds

0200 Patient Flow Rounds

2100 Patient Flow Report &  
ED-Floor Throughput

0300 Patient Flow Reports &  
VHIE Coordination / ED-Floor

2000 Patient Flow Rounds

0400 Patient Flow Rounds

1900 Patient Flow Rounds

0500 Patient Flow Reports &  
Anticipated Discharges / ED-Floor

1800 Patient Flow Report &  
ED/Surgical-Floor Throughput

0600 Patient Flow Rounds

1700 Patient Flow Rounds  
Mission Act Authorizations

0700 Transfer Log Updates

1600 Hand-Offs & Throughput Follow-Up

0730 OR Surgical Huddle

1530 Patient Flow Reports &  
Clinic/ED/Surgical-Floor Throughput

0800 AM Bed Huddle & Hand-Offs  
& Chief Nurse Meeting

1500 Transfer Log Updates

0830 Executive Morning Report  
& Surgical IDT

1430 Integrated Flow Bed Huddle

0900 ED Huddle

1400 Surgery Huddle  
&  
UM RN/PUMA Meeting

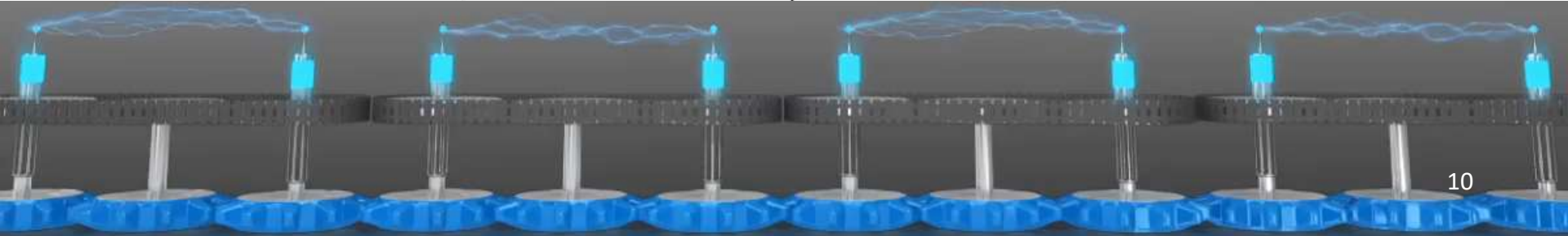
0915 Regional Bed Call

1300 Patient  
Flow Rounds

1200 Cardiology  
IDT Huddle  
& Patient Flow  
Report

1100 Medicine  
IDT Huddle

1000 Patient Flow Rounds  
1000 CCC Huddle  
(Weekends Only)



# OUTCOMES



**Improving Access Across the Care Continuum**



**Community Partnerships**



**Reduce Facility Diversion**



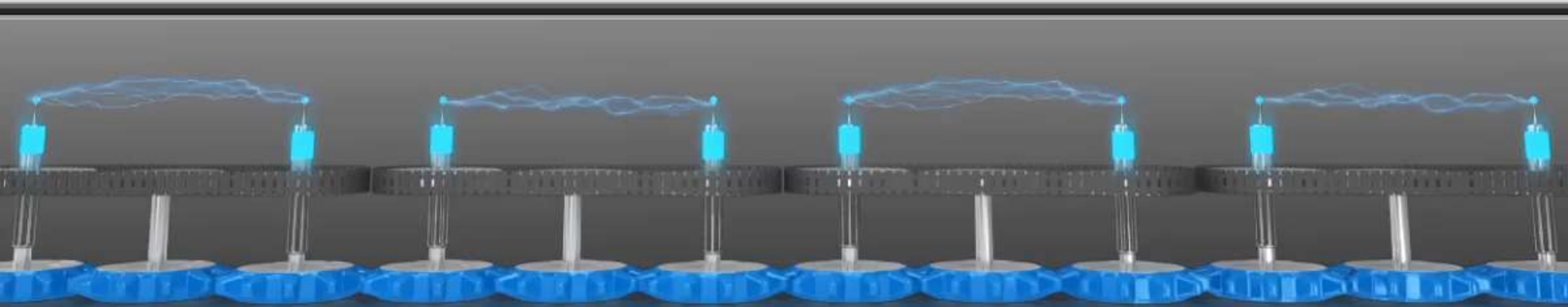
**Care Coordination**



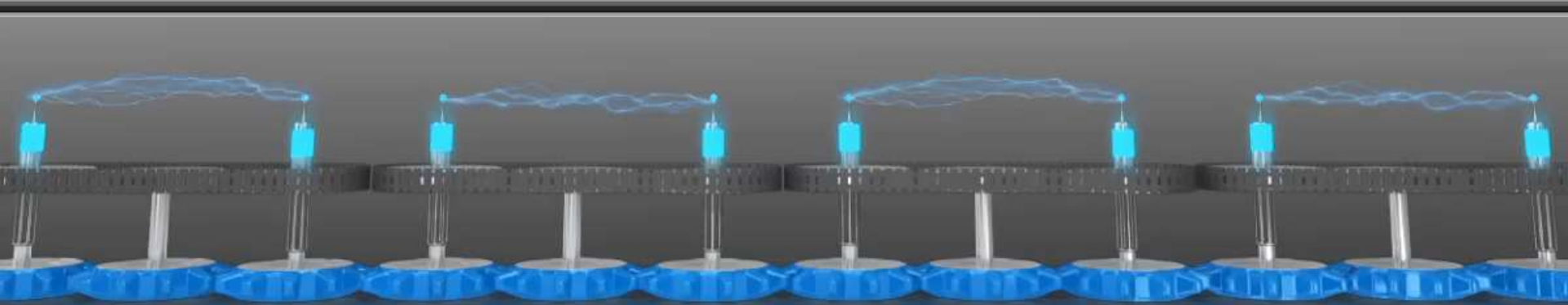
**Empowerment & Ownership**



**Improved Engagement & Trust**




?  
**QUESTIONS**  
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# THANK YOU!

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