

Flow Collaboratives: A perspective

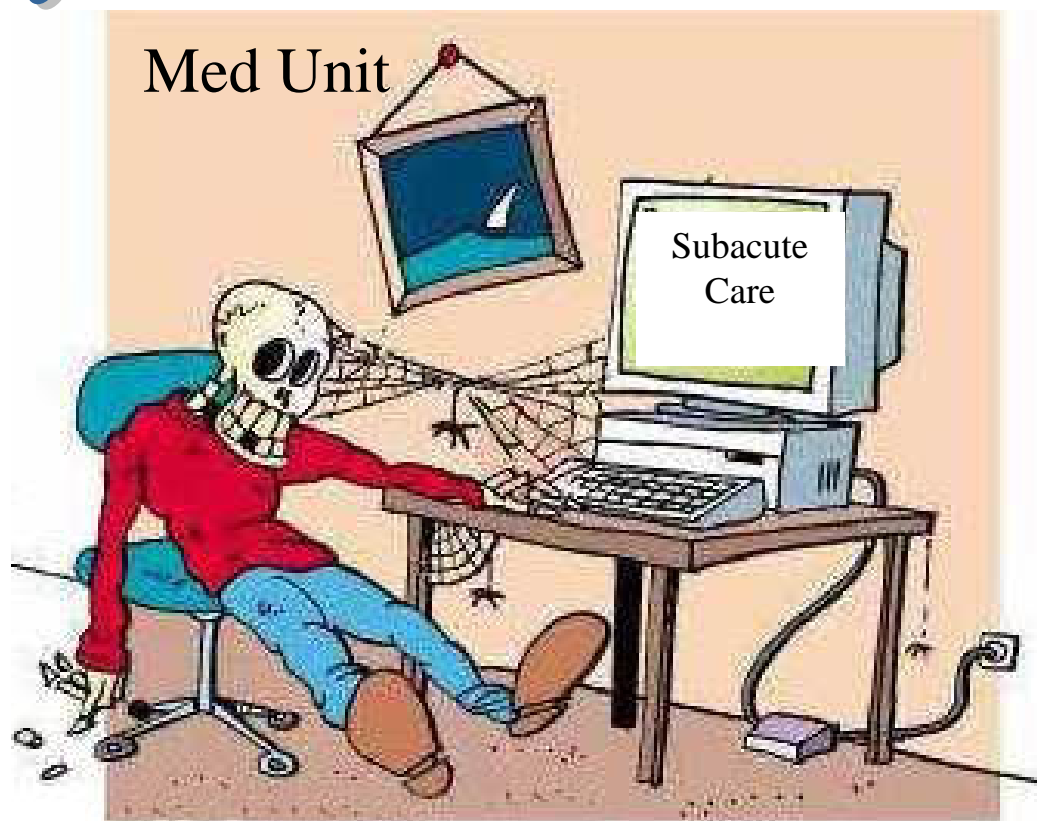
Dr Tony Snell

Director, Division of Medicine
Royal Melbourne Hospital



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Why are we waiting???





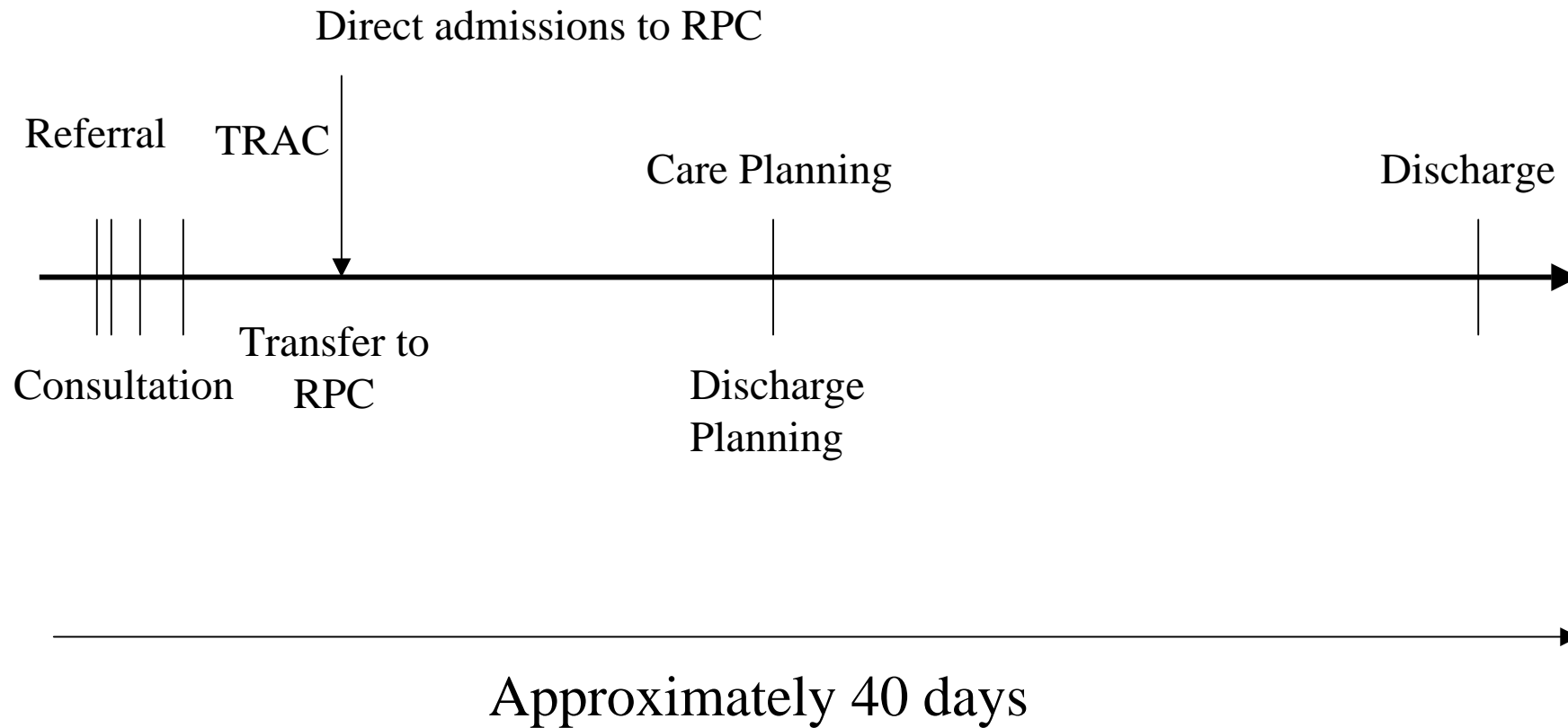
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Understand the process

- Map the process
 - Follow patient's journey
- Identify constraints
- Re-engineer
- Evaluate
- Embed

P-D-S-A

Constraints



Areas of Redesign

- E-referral
- Increased liaison
- Planning meeting
- Early identification of beds
- Reduce decision cycle (OODA cycle)
 - (observe, orient, decide, act)



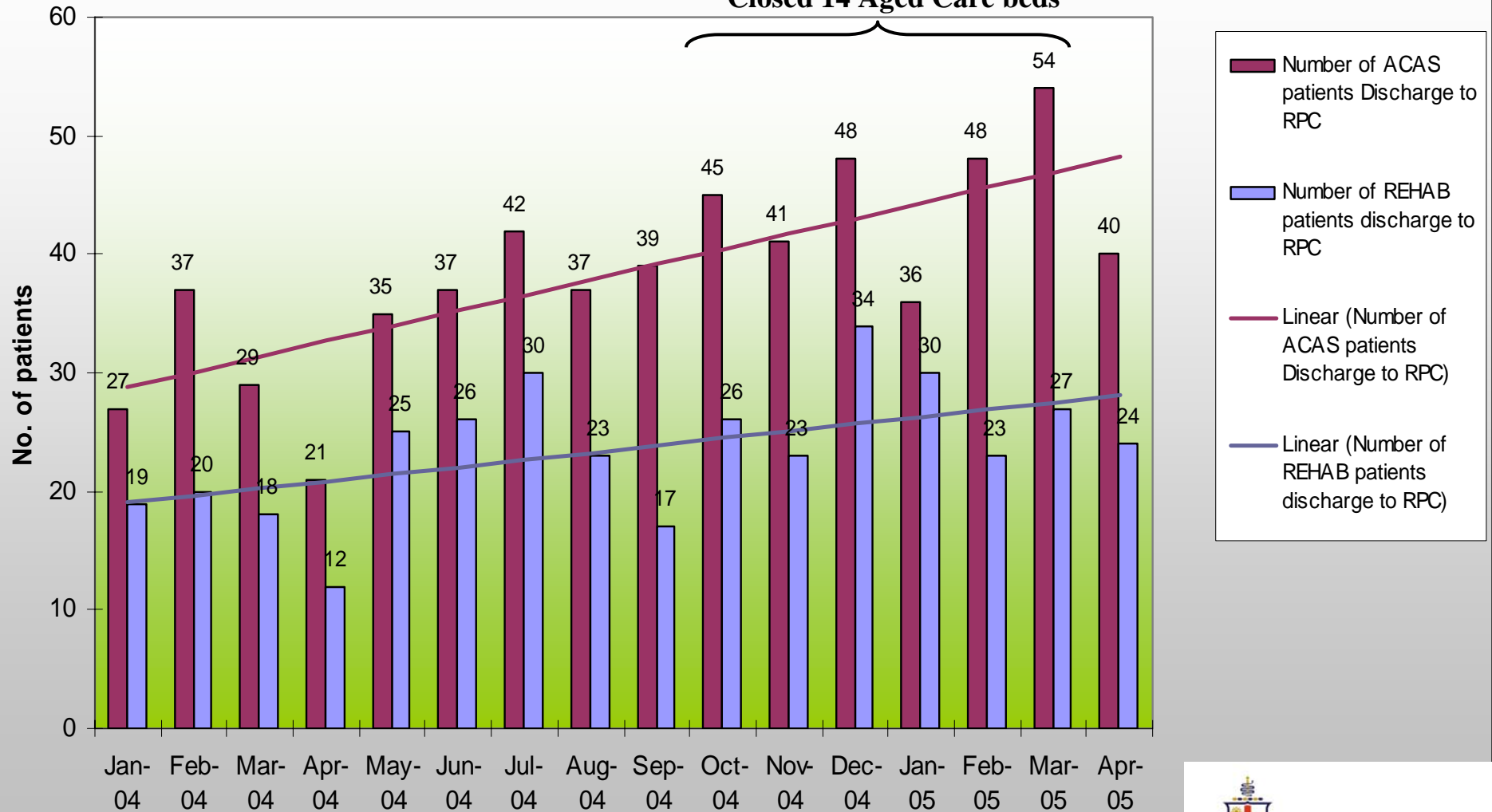
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Areas of Redesign contd

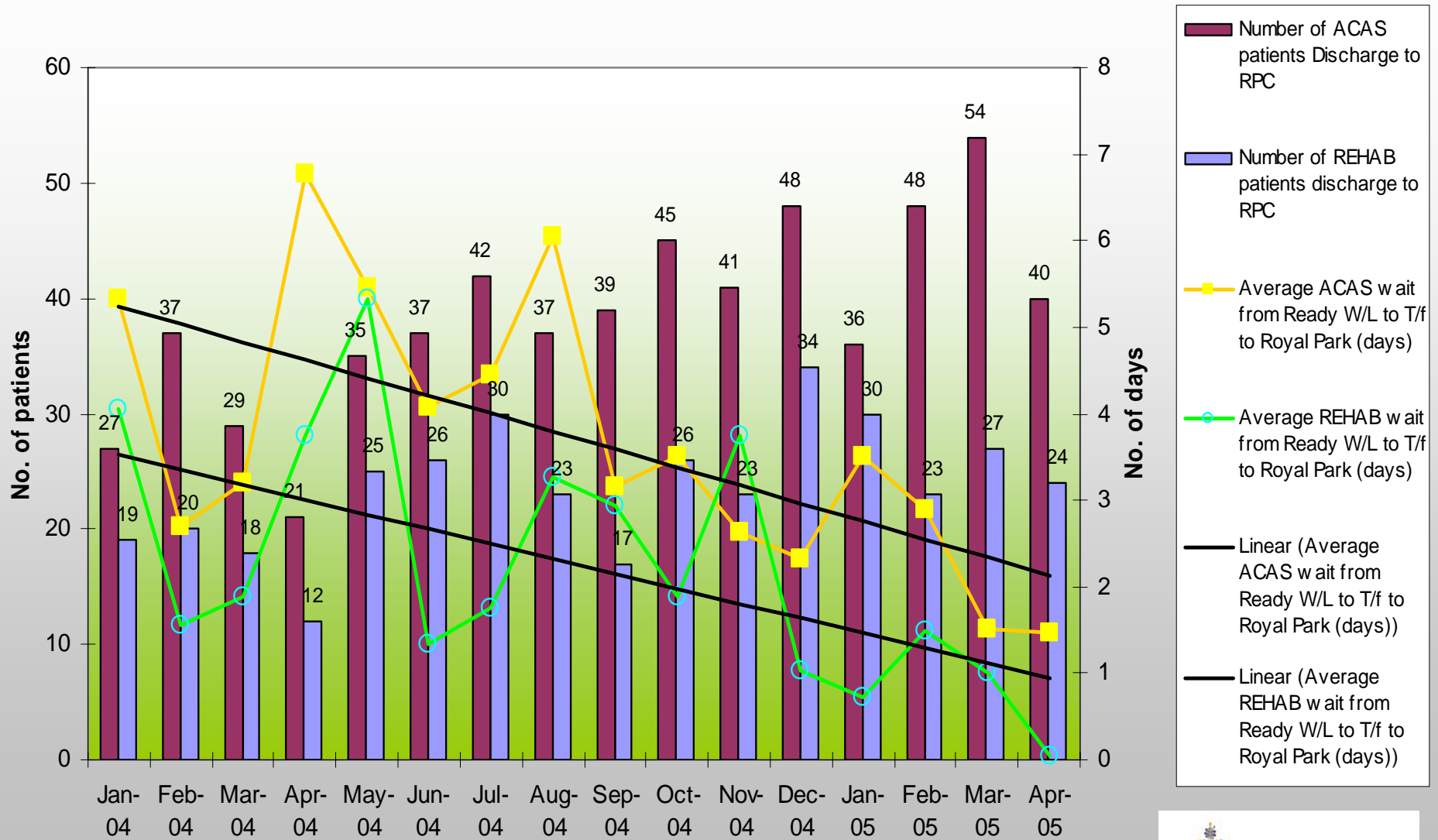
- Orthogeriatrics
- Bed management
- Care planning
- Discharge planning

ACAS and REHAB transfers from RMH to RPC

Closed 14 Aged Care beds



ACAS and REHAB transfer times from RMH to RPC



Sustain and Spread

- Build into systems
- Becomes standard operating procedure

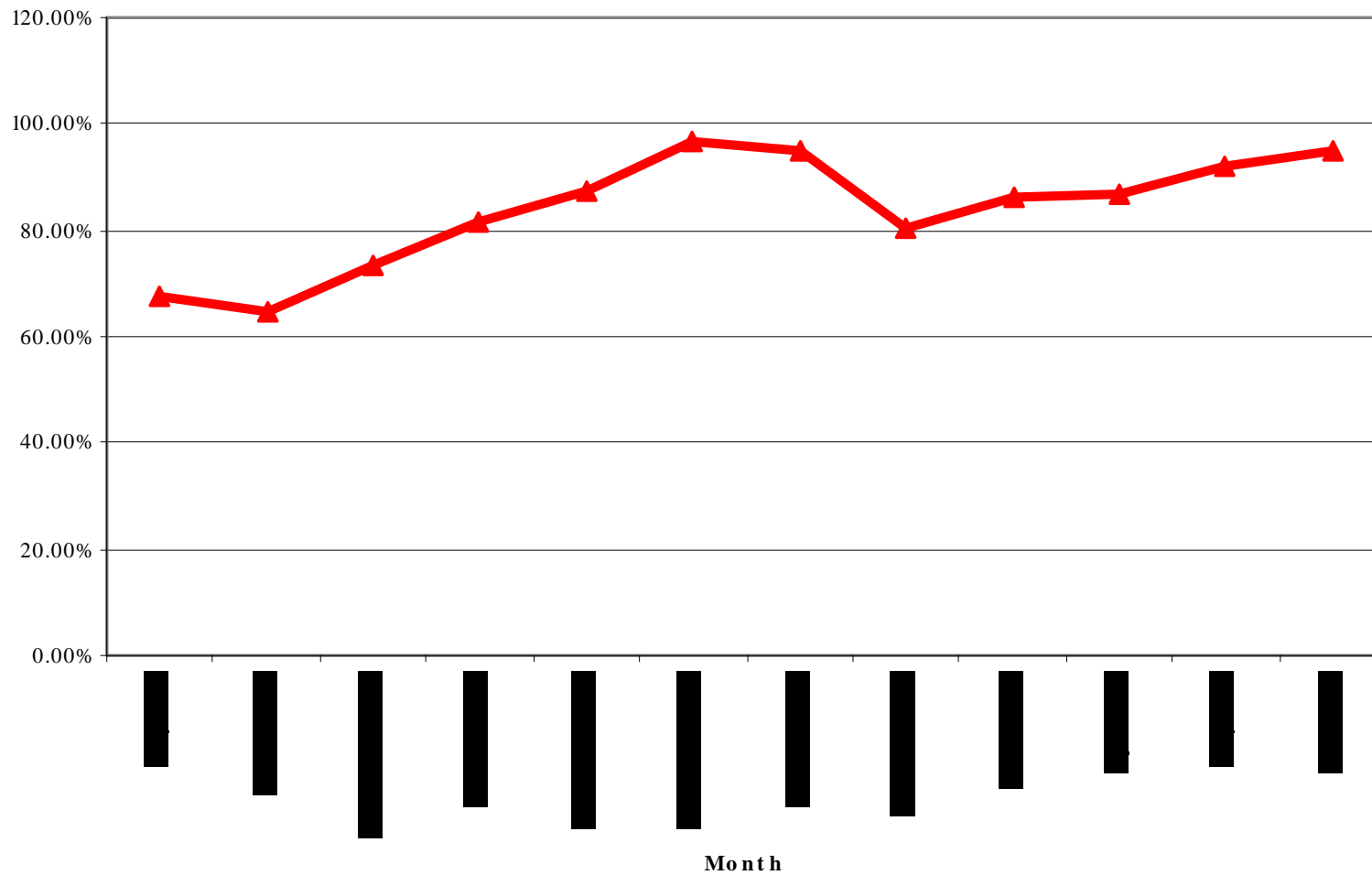
Introduction of an Orthogeriatric Service

- Overall LOS people > 65 yrs under orthopaedics
 - Feb/April 2004 13.7
 - Feb/April 2005 9.9
 - Feb/April 2006 9.8



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ACAS Referral Time

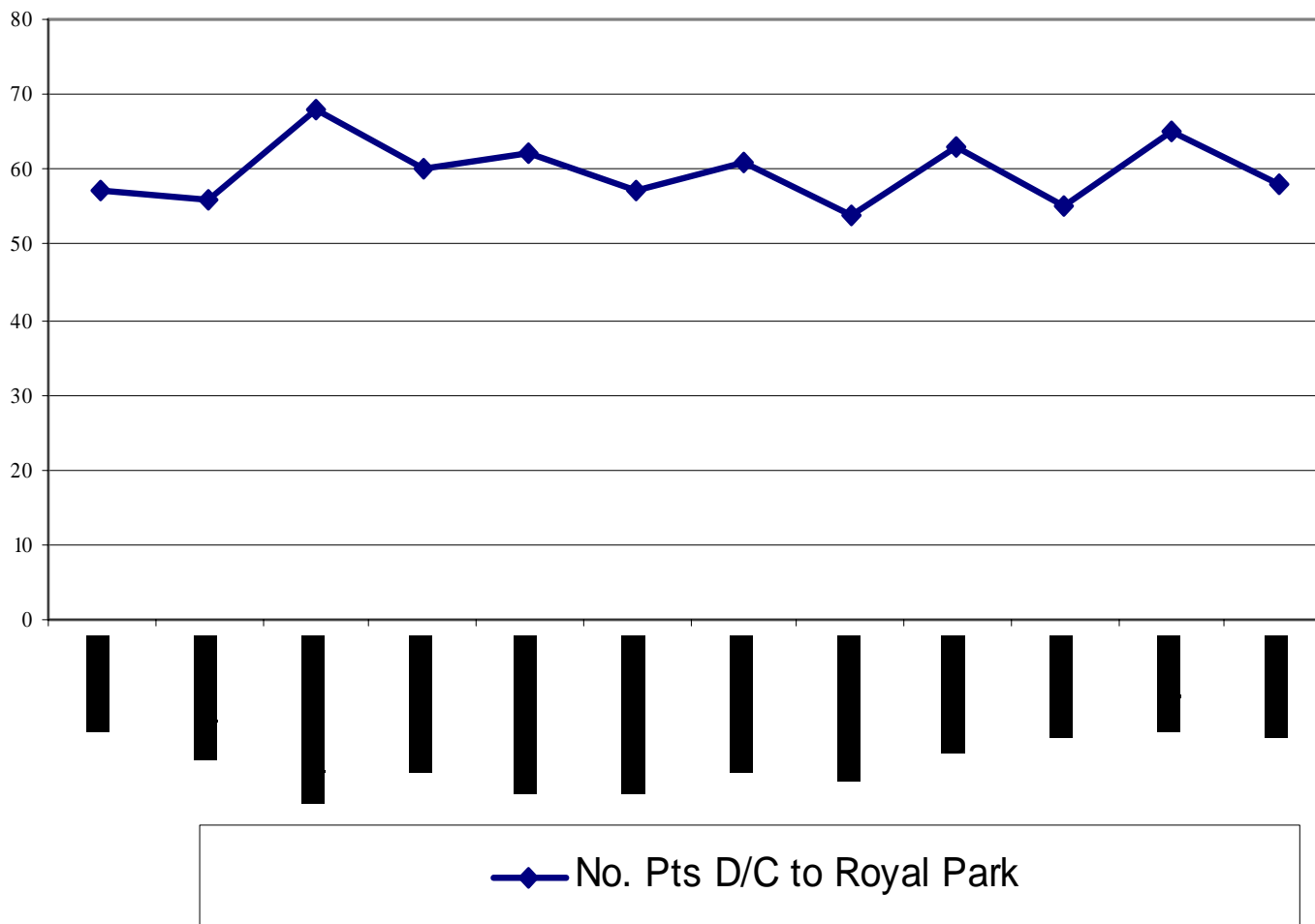


▲ % of Patients Ax'd by Reg w/in 2 days of Referral



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ACAS Destinations

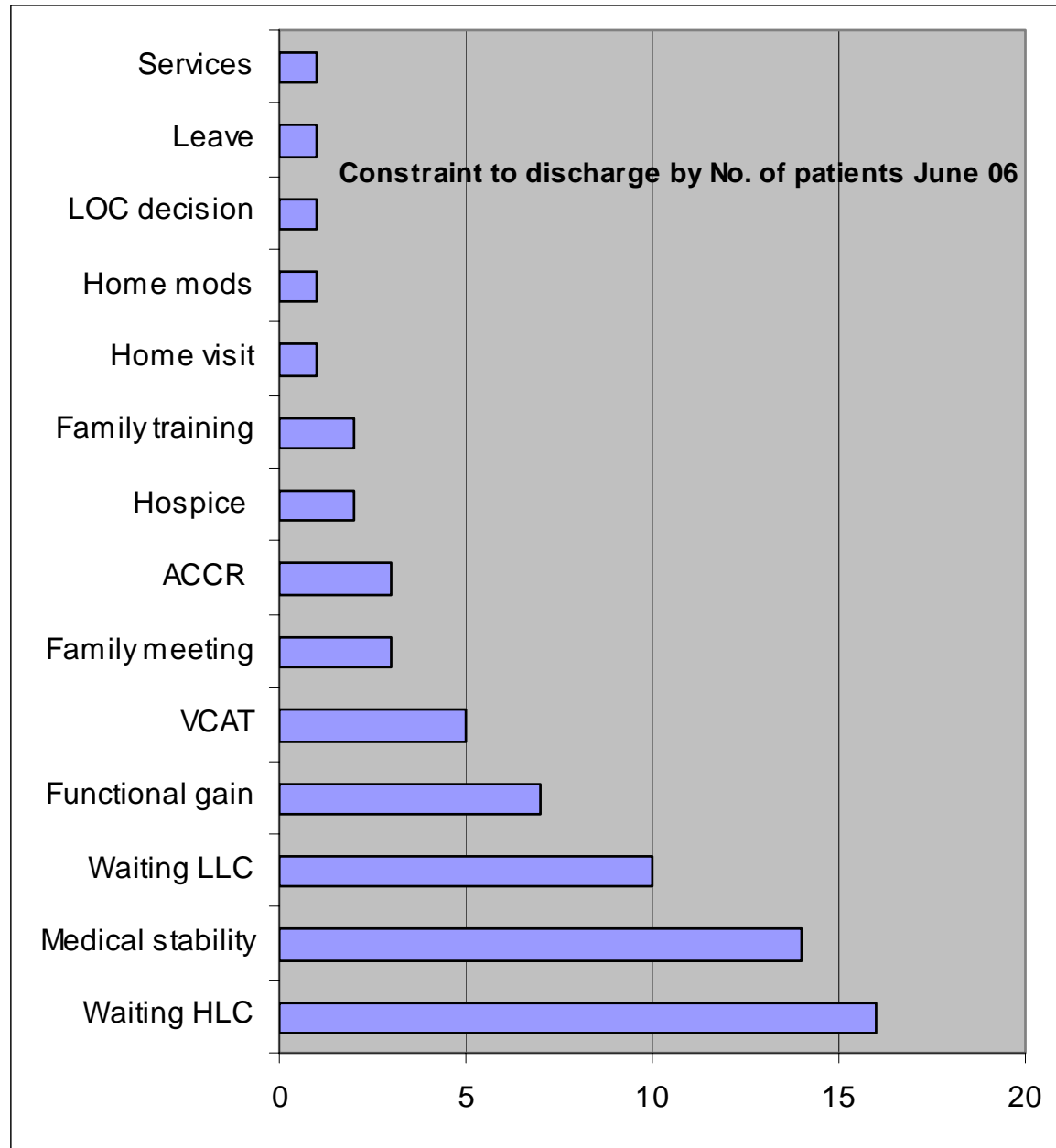




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Next steps

- Identify and manage new constraints
- And again
- And again.....



Importance of Change Management

St Elsewhere's
Hospital