



Hospital Flow Informational Call

Lauren Downing, Director, Program Management, IHI
Marianne Smith MAS-PSHQ, BSN, RN, CPPS, Project Director, IHI
Katharine Luther, RN, MPM, Vice President IHI (Retired)

Please have your mobile devices available for interactive activities on this call!

May 15, 2024

Agenda

Introduction to Program Team

Introduction to IHI methodology

Program Objectives and Attendee Poll

Introduction to Flow as a System and Priority Drivers

Overview of Course

What You Can Expect, including costs and sample Letter of Support

Our Experiences: The Hospital for Sick Children (SickKids)

Q&A



Program Team



Lauren Downing
Director, Program Management
Institute for Healthcare Improvement



Marianne Smith
MAS-PSHQ BSN RN CPPS
Hospital Flow Program Director
Institute for Healthcare Improvement



Program Faculty

Kathy Luther, RN, MPM

Retired, Director of Quality UTHealth
McGovern Medical Center

Lead Faculty, Institute for Healthcare
Improvement



Improving Care Improving Lives with You



IHI Mission

To improve health
and health care
worldwide

IHI Vision

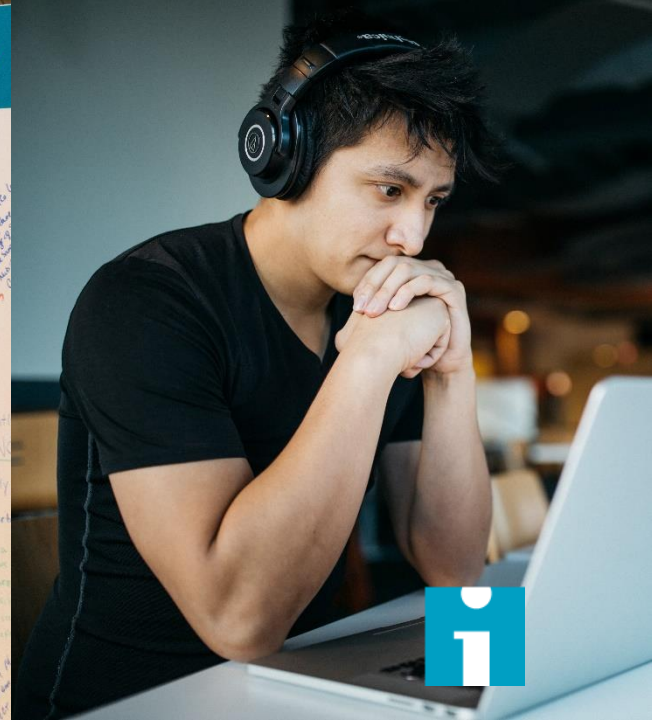
Everyone has
the best care and
health possible



Since 1991

In large systems and small villages, we have taken improvement methods originally used in the manufacturing industry and applied them to improving all aspects of health and health care.

We build improvement capability by providing people with methods and tools to make care better.



What IHI Believes

That health and health care can and **must be better**.

There can be no quality without **equity**.

Improvement science and methods drive **results**.

Courage

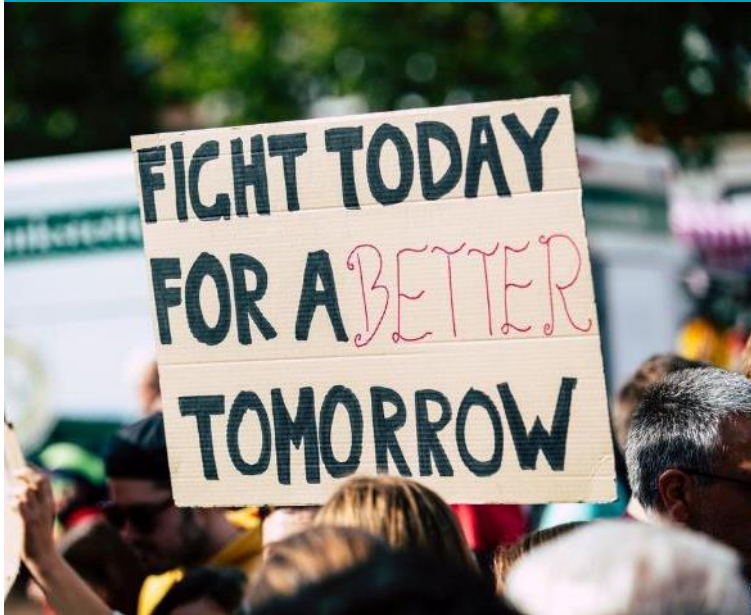
Love

Equity

Trust

IHI's Strategy Is Focused on Improving:

Equity



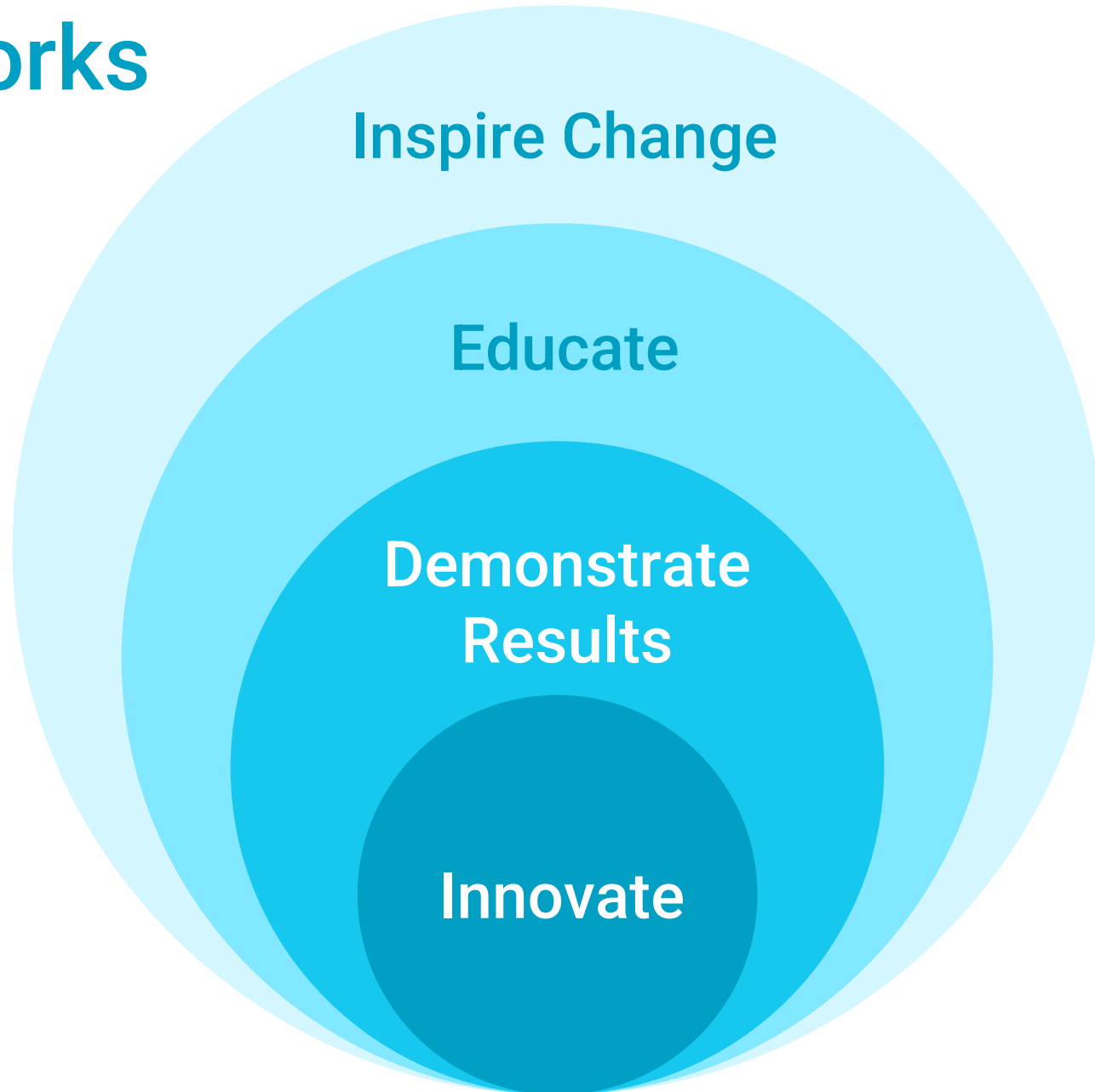
Safety & Effectiveness



System Resilience



How IHI Works



Flow Program Objectives

Program Objectives

After this program, participants will be able to:

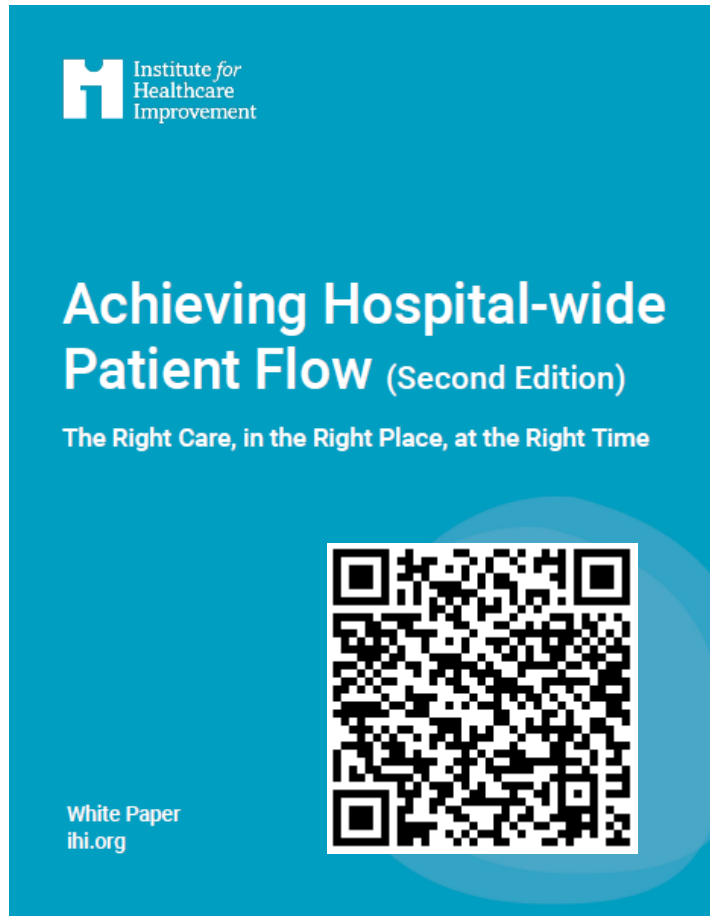
- Assess the current state of patient flow and determine major opportunities for improvement
- Analyze organizational capability, change concepts and successful interventions for creating a sustainable system for system-wide hospital flow.
- Identify and make sense of the variety of hospital-wide and community strategies and approaches needed to deliver the right care, in the right place, and at the right time.



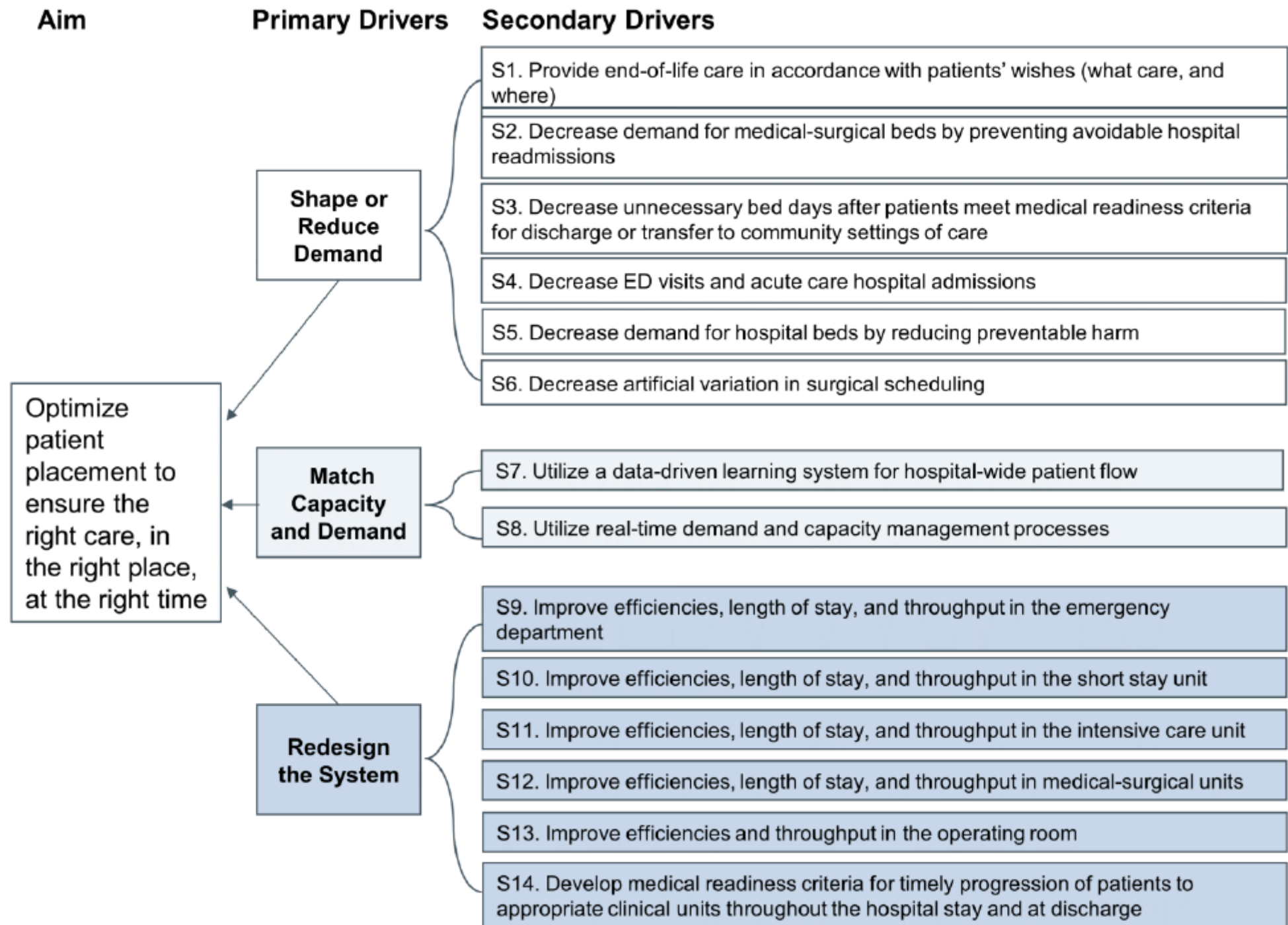


Introduction to Flow as a System

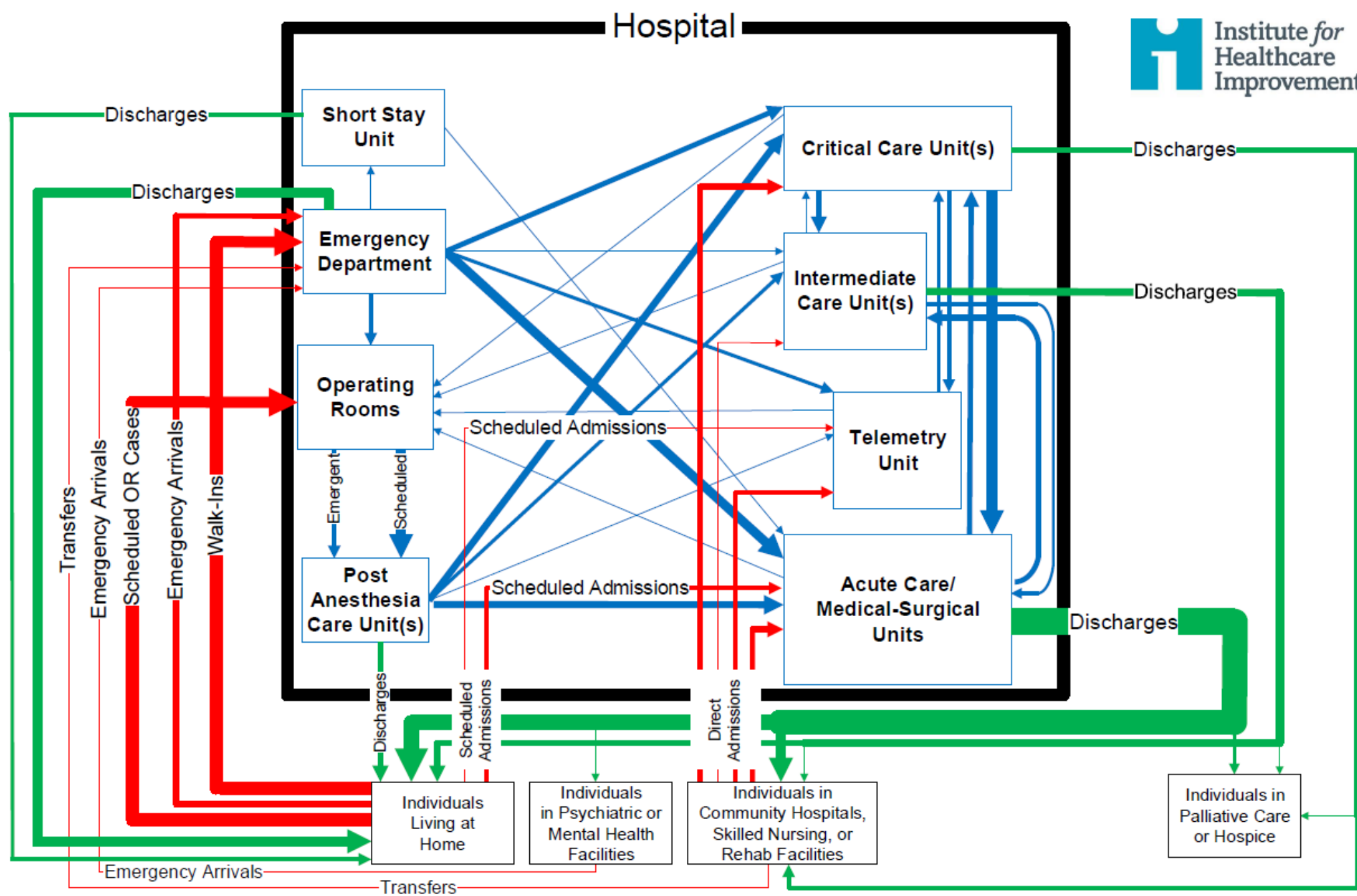
Right Care, Right Place, Right Time



- In-depth review of a framework for improving patient flow throughout the hospital
- Specific change ideas for improving hospital-wide patient flow
- Recommended flow measures for the hospital system
- Guidance on creating an action plan to get started
- How to develop a portfolio of improvement projects to support hospital-wide goals for patient flow







Program Overview

Overview of Course and Subjects

Date	Live Virtual Session (topics to be confirmed)
Tuesday Sept 17	Looking at Flow as a System; Strategies to Achieve System-wide Hospital Flow
Thursday, September 19	Key Principles in Managing Care; Integrating Lean Thinking and Quality Improvement
Tuesday, September 24	Improving Emergency Department Efficiencies and Patient Flow; Improving Care of Psychiatric Patients, Short-Stay Units & Observation Status Patients
Thursday, September 26	Storyboard Rounds; Using Quality Improvement to Optimize Discharge Efficiency
Tuesday, October 1	Using Advanced Analytics for Improvement and Forecasting; Managing Elective OR Schedules and Predicting Downstream Demand



Overview of Course and Subjects

Date	Live Virtual Session (topics to be confirmed)
Tuesday, October 8	Utilizing Data-driven Systems; Breakouts (Managing Spectrum of Demand; Strategies to Optimize Nurse Staffing); Northwell Health Case Study: A Discussion
Tuesday, October 15	Storyboard Rounds; Breakouts (Hospital @ Home; Case Management and Population Health Strategies)
Tuesday, October 22	Shaping and Reducing Demand; Reduce Unnecessary Bed Days
Tuesday, October 29	Creating Value in Health Care; Cincinnati Children's Hospital Medical Center Case Study; Utilization of Hospital-wide Metrics to Guide Learning within and across Projects for Achieving Results
Thursday, October 31	Putting it all Together: Strategies to Achieve System-wide Results



Core Faculty



Pat Rutherford, RN, MS
Retired, Vice President
Institute for Healthcare
Improvement



Kathy Luther, RN, MPM
Retired, Director of Quality
UTHealth McGovern
Medical School



Lloyd Provost, MS
Statistician
Associates in Process
Improvement



Jane Taylor, EdD
Improvement Advisor &
Learning Advisor



Frederick Ryckman, MD
Retired, Senior Vice President,
Medical Operations
Cincinnati Children's Hospital
Medical Center



Guest Faculty



Who Should Attend

Teams of **5 or more** strongly recommended

Leaders with accountability for outcomes related to delivering the right care, in the right place, at the right time

Participants may include:

Chief Executive Officers

Chief Operating Officers

Chief Nurse Executives

Surgeons and Medical Directors

Nursing Directors

Service Line Leaders

Financial Analysts

Quality Improvement Leaders

Patient Safety Officers

Chief Quality Officers

Bed, Access, Operations, and Flow Professionals



Continuing Education



JOINTLY ACCREDITED PROVIDER™
INTERPROFESSIONAL CONTINUING EDUCATION

In support of improving patient care, the Institute for Healthcare Improvement is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.



Expectations



Attendance



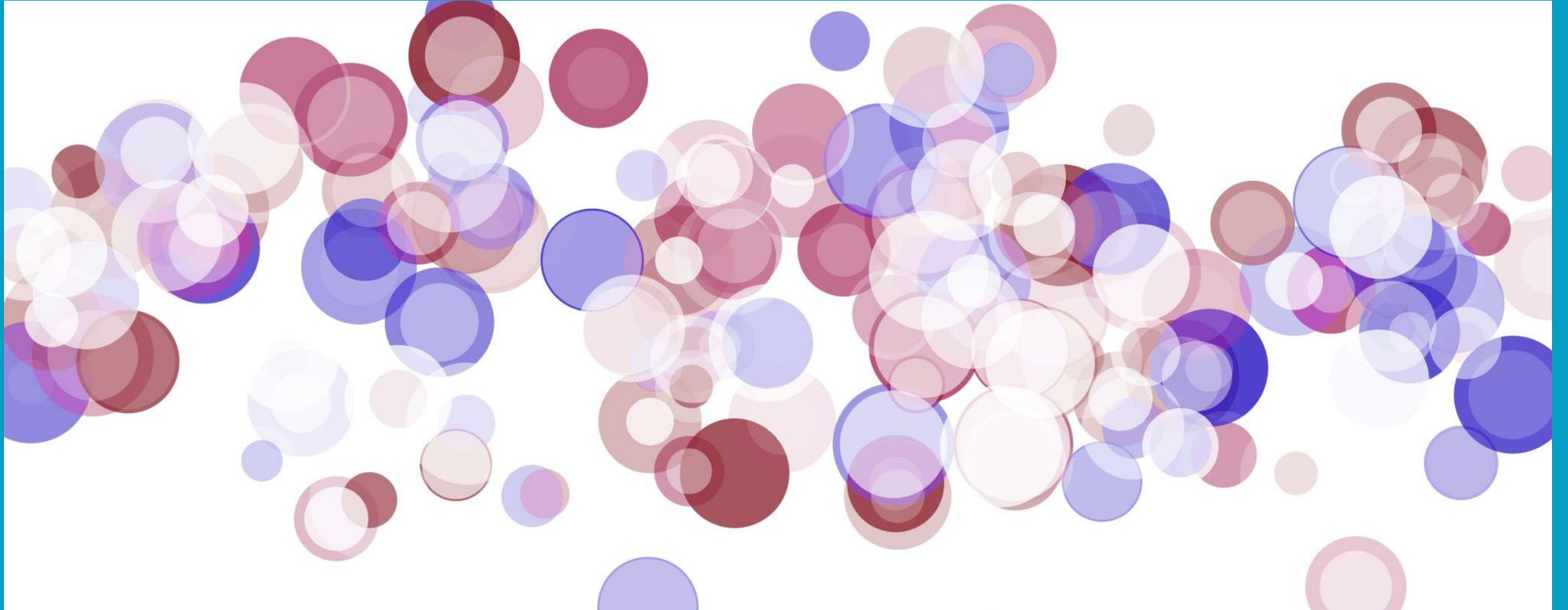
Active Participation



Asynchronous Assignments



Past Participant Experiences: Sick Kids Toronto



Members and Roles of Hospital-wide Team

Member (all Virtual attendees)	Roles/Position	Area	Contact Email
Brigid Nelson	Senior Clinical Manager	Neurology, Neurosurgery, Trauma	brigid.nelson@sickkids.ca
Erny Lammertink	Senior Clinical Manager	Paediatric Intermediate Care, Respiratory Medicine	erny.lammertink@sickkids.ca
Jason Ross	Clinical Manager, Surgical Access and Flow Coordinator	Burns & Plastics, Urology, Ophthalmology	jason.ross@sickkids.ca
Sandhaya Parekh	Senior Clinical Manager	Paediatric Critical Care Unit, Critical Care Response Team	sandhaya.parekh@sickkids.ca
Sasha Rand	Senior Clinical Manager	Adolescent Medicine, Psychiatry	sasha.rand@sickkids.ca
Judy Jung	Director	Clinical Capacity, Access and Flow	judy.jung@sickkids.ca
Allison Nerbas	Business Analyst	Clinical Capacity, Access and Flow	allison.nerbas@sickkids.ca
Erin Vandeven	Associate Chief of Nursing	Professional Practice	erin.Vandeven@sickkids.ca





Sandhaya
Parekh



Erny Lammertink



Judy Jung



Sasha Rand



Brigid Nelson



Jason Ross



Allison Nerbas



Erin Vandeven 



What's Next?

Register

<https://www.ihl.org/education/InPersonTraining/Hospital-Flow-Professional-Development-Program/Pages/default.aspx>

Discounts and Scholarships

Group discounts and scholarships available

Funding Letter of Support

Shared in chat for you to modify & send to leadership

Have additional questions?

Email ldowning@ihl.org to schedule time



Get Involved

Check out our free resources on [ihl.org](https://www.ihl.org)

Toolkits, White Papers, WIHI, Open School, Blogs

Connect with us on social

Twitter, LinkedIn, Facebook, Instagram

Learn from us in person or online

Conferences, professional development, virtual learning, fellowship

Find customized help

Onsite diagnostics, customized services, and partnerships



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