



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!

January 15, 2025

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: Alberta Health Services
- 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 Joining Today

Kathy Luther, RN, MPM

Retired, Director of Quality
UTHealth McGovern Medical
Center

Core Faculty, Institute for
Healthcare Improvement



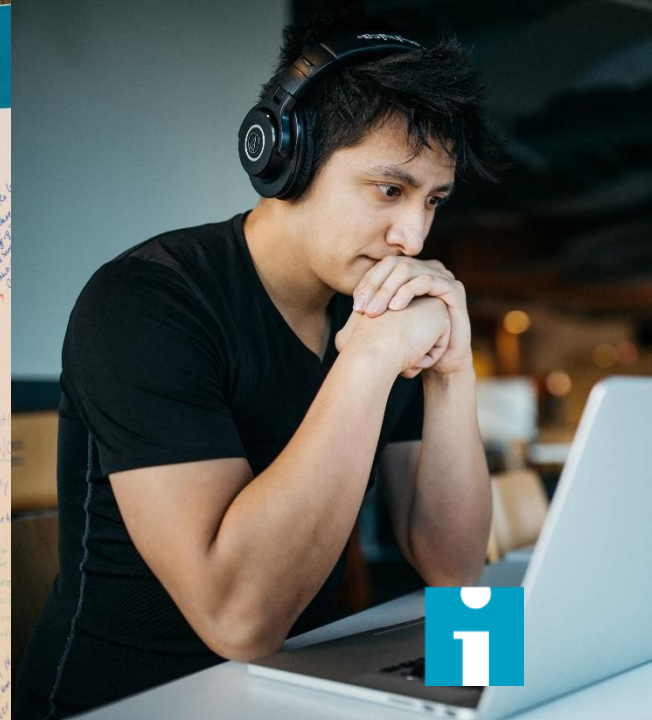
Let's improve health and health care together



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.



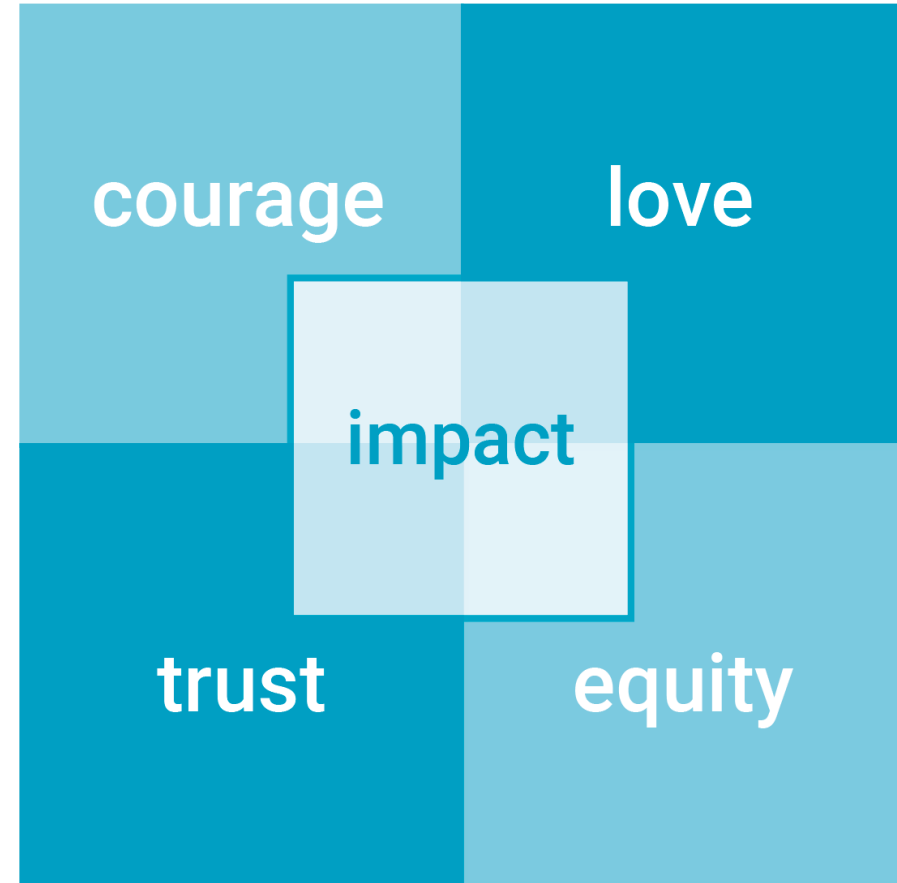
Our Mission

To improve health and health care worldwide

Our Vision

Everyone has the best care and health possible

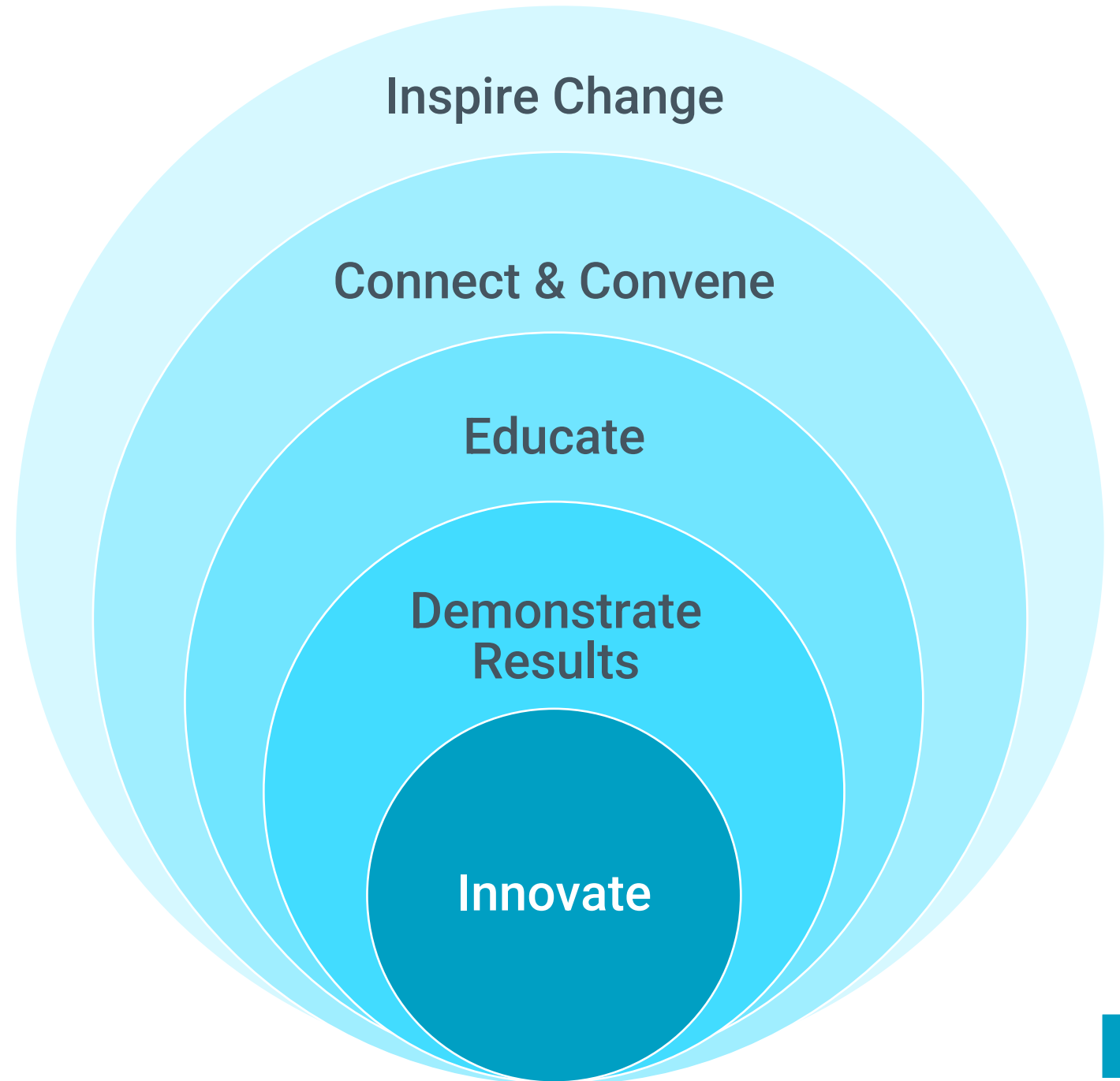
Our Values



How IHI Works

IHI's work is grounded in improvement science.

IHI uses and teaches practical quality improvement methods to enable sustainable changes in all aspects of health and health care.



IHI's Recent Work and Impact



Patient Safety

56% reduction
in central-line-associated bloodstream infections

(CLABSI) by Stop Infecao participants (infection prevention initiative in Portugal)



Health Equity

71% reduction
(in <2 years)
in hypertension management disparity between patients of color and white patients

at Reliant Medical Group in Massachusetts



Workforce Wellbeing

48% reduction
in percentage of staff reporting burnout 2 months after implementing IHI's Joy in Work framework

at University of Cincinnati Medical Center (UCMC)



Population Health

9% reduction
in early term births

in a National Preterm Birth Prevention collaborative in Australia.



Our Global Reach

4,000+

Recognized
Age-Friendly
Health
Systems



62

countries in
which IHI has
done work



10M+

Open School
courses
completed



6,000+

Fewer women
experiencing
emotional harm
from Better Maternal
Outcomes/Merck
for Mothers work



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.





0 response submitted

In just a few words, why is hospital flow a priority for your organization?

Scan the QR or use
link to join



<https://forms.office.com/r/gZ8FMf0rGR>

 Copy link



Waiting for response...

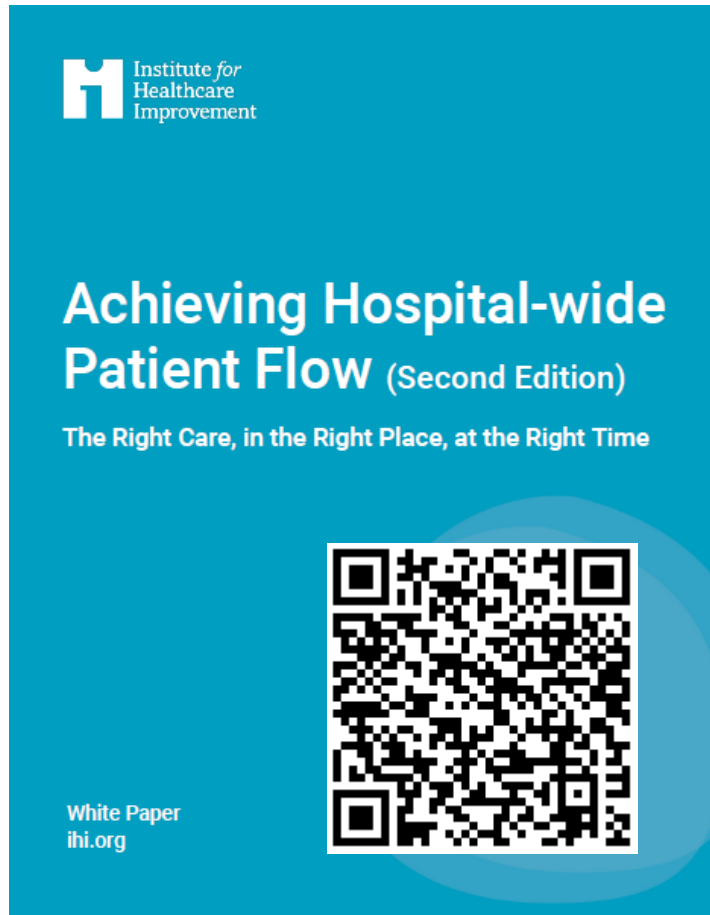
Responses will be displayed as a word cloud

Wordcloud All responses

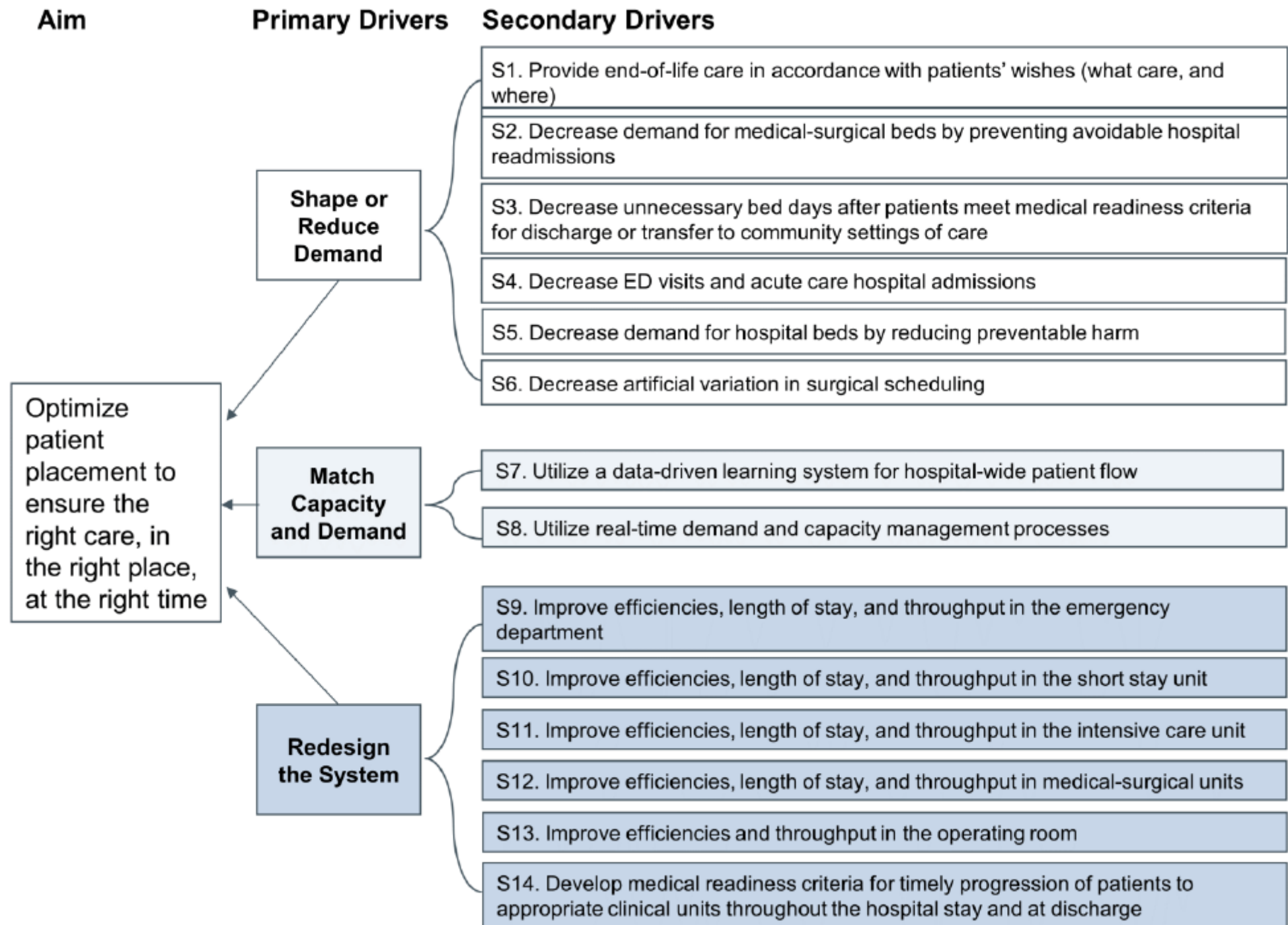
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Introduction to Flow as a System

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





0 response submitted

In your opinion, which Primary Driver is a priority for your organization?

Scan the QR or use
link to join



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Shape or Reduce Demand

Match Capacity and
Demand

Redesign the System

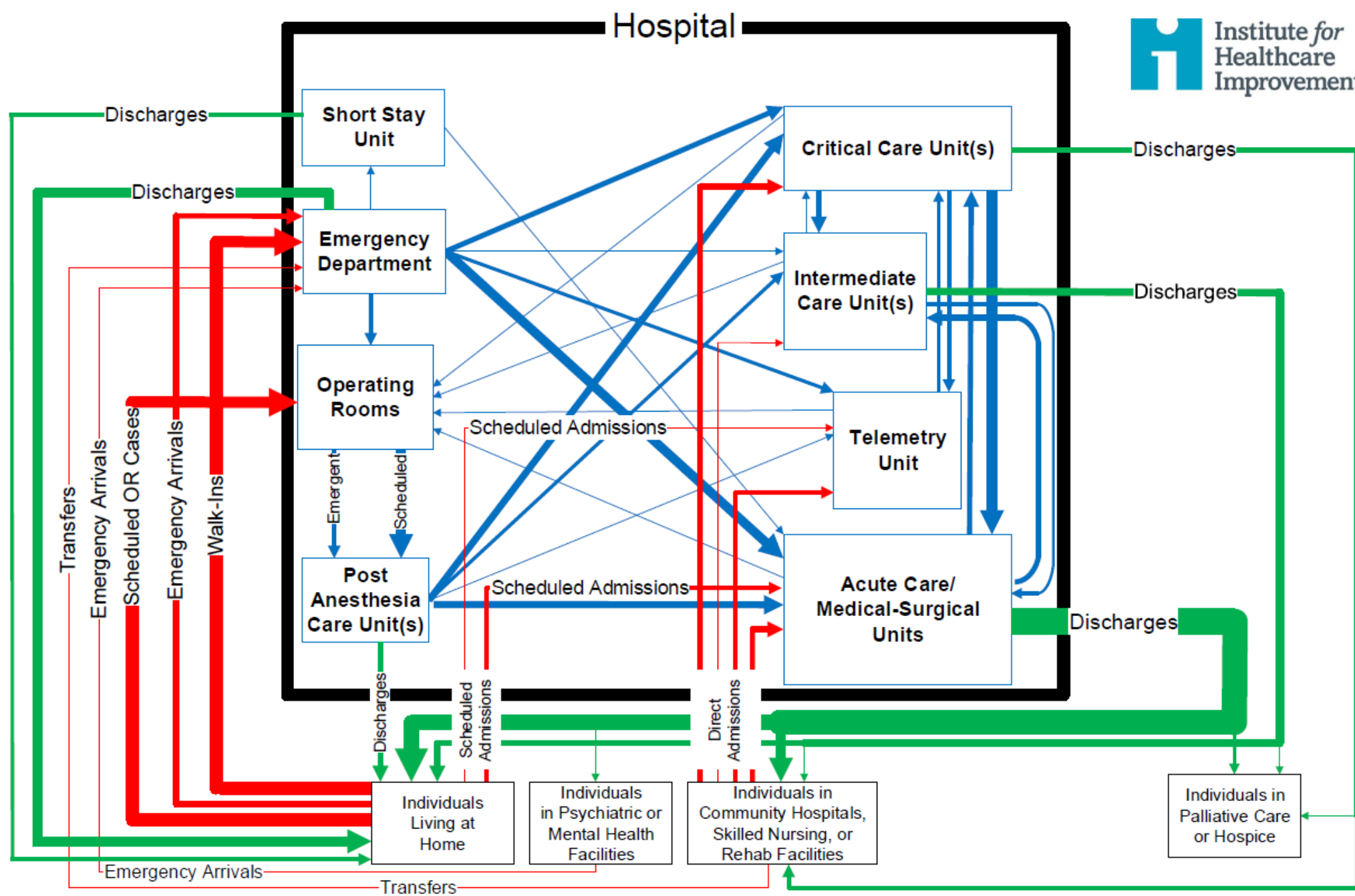
Treemap

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Program Overview

High-Level Agenda

| DATE | LIVE VIRTUAL SESSION |
|--------------------|--|
| Tuesday, March 18 | Looking at Flow as a System; Strategies to Achieve System-wide Hospital Flow |
| Thursday, March 20 | Key Principles in Managing Care; Integrating Lean Thinking and Quality Improvement |
| Tuesday, March 25 | Improving Emergency Department Efficiencies and Patient Flow; Improving Care of Psychiatric Patients, Short-Stay Units & Observation Status Patients |
| Thursday, March 27 | Storyboard Rounds; Using Quality Improvement to Optimize Discharge Efficiency |
| Tuesday, April 1 | Using Advanced Analytics for Improvement and Forecasting; Managing Elective OR Schedules and Predicting Downstream Demand |
| Thursday, April 3 | Utilizing Data-driven Systems; Breakouts (Case Management and Population Health Strategies; Strategies to Optimize Nurse Staffing); Northwell Health Case Study |
| Tuesday, April 8 | Storyboard Rounds; Breakouts (Hospital @ Home; Managing Spectrum of Demand) |
| Thursday, April 10 | Shaping and Reducing Demand; Reduce Unnecessary Bed Days |
| Tuesday, April 15 | 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, April 17 | Putting it all Together: Strategies to Achieve System-wide Results |



Core Faculty



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



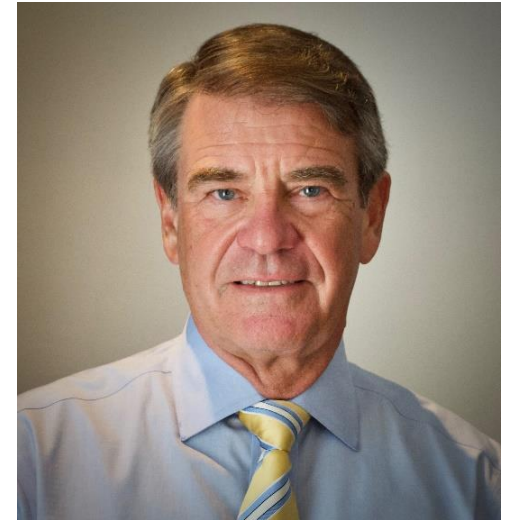
Kathy Luther, RN, MPM
Retired, Director of Quality
UTHealth McGovern
Medical School



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 Presenters



Karen Murrell, MD, MBA
Physician Director, Cascade
Park & Longview Urgent
Care



**Eric Bates, MBA, BSN, RN,
CENP**
Senior Director, Patient Care,
Northwell Health



Gregory Snyder, MD, MBA
Vice President, Clinical
Strategy & Quality
Improvement, Medically
Home



Maureen Bisognano
President Emerita and
Senior Fellow, Institute for
Healthcare Improvement



Bonnies Geld, MSW
President, The Center for
Case Management



Christine White, MD, MAT,
Chief Capacity, Flow and
Access Officer, CCHMC



James Rudy
Senior Director, Operations,
Northwell Health



Denise White, PhD,
Senior Director, Access,
Flow & Capacity, CCHMC



**Jennifer Santoro Shickler,
MSN, RN, NE-BC,**
Deputy Chief Nurse, Northwell
Health



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



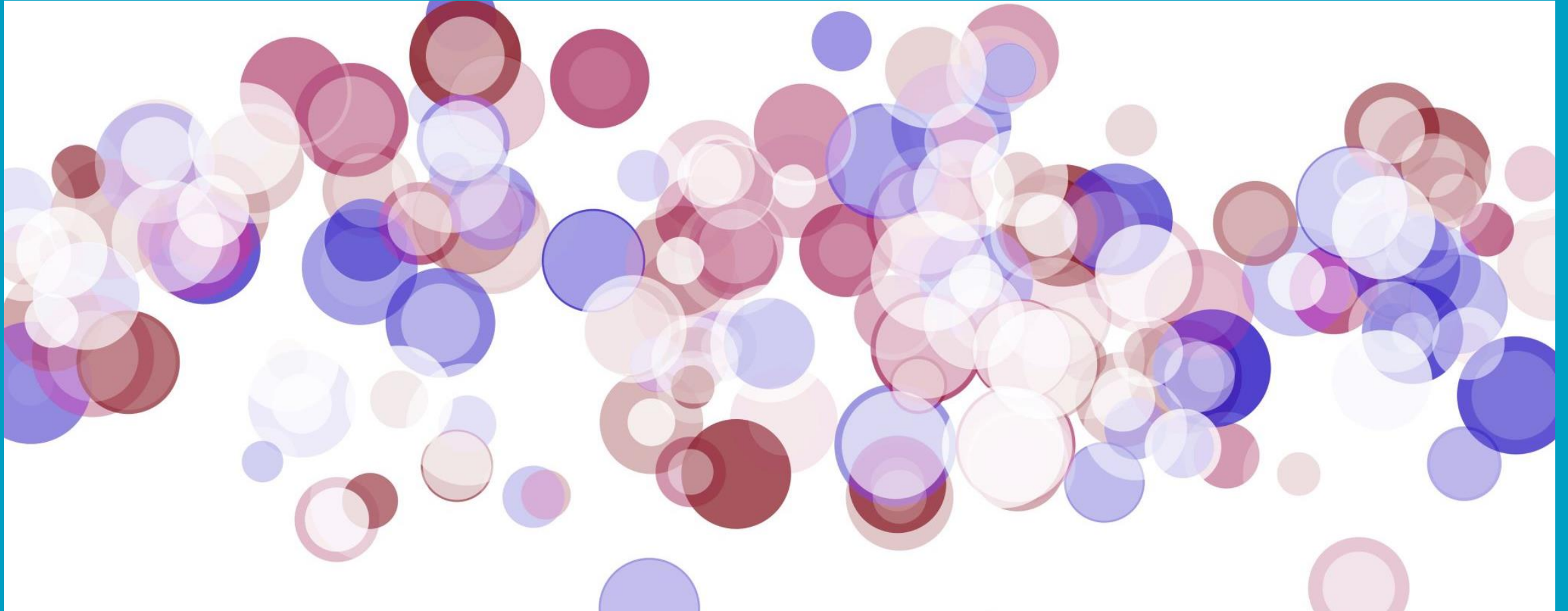
Active Participation



Asynchronous Assignments



Past Participant Experiences: Alberta Health Services



AHS Team

Lisa Cote, RN, BScN

Program Manager

Allied Health, Site Programs and Capacity Planning

Alberta Health Services | Stollery Children's Hospital





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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