

# **A Patient Flow Project – Nursing leaders supporting, motivating and collaborating to achieve a goal.**

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## **ABSTRACT**

### ***Introduction/Background***

Fiona Stanley Fremantle Hospital Group (FSFHG) within Western Australia (WA) comprises of Fiona Stanley Hospital (FSH), a tertiary facility and Fremantle Hospital (FH) a specialist hospital. Maximising bed capacity and patient flow across the FSFHG is a daily challenge with the late transfer of patients across the FSFHG highlighting workforce risks and an increase in clinical incidents specifically related to handover and in patient falls.

### ***Aim/Purpose of the project***

The aim of this project is to improve patient flow across the FSFHG, ensure the right patient is on the right ward and the right time, improve Western Australia Emergency Access Target (WEAT) and reduce workforce and patients risks associated with late admissions to FH from FSH.

### ***Methods/Process***

In March 2019, two Nurse Unit Managers (NUMs) at FH took the lead to support, motivate and collaborate to achieve improved access to care and reduce associated risks. This included engaging with nursing leaders across the FSFHG, identifying ward champions, developing patient flow principles to guide the ward based team and identifying Key Performance Indicators (KPIs) to monitor success. KPIs include improved WEAT, increased bed capacity at FH, a decrease in the number of admissions to FH after 17:00 and reduction in clinical incidents specifically those related to handover and falls.

### ***Results/Outcome***

Since commencement of the project there has been an improvement in WEAT and increased bed occupancy at FH. Anecdotal feedback indicates a reduction in admissions to FH after 17:00 however this is yet to be confirmed as a report to confirm this is in development. A reduction in clinical incidents is yet to be realised.

### ***Recommendations/Conclusions***

Nurse and midwife leaders are key contributors in shaping and designing changes that will be required to drive improvements and health outcomes. This project is nursing led, will improve access to care, reduce patient harm and have a significant impact across the organisation.

**Word Count 300**