

Flow_ology

Re-visualize emergency healthcare

Open course dates:

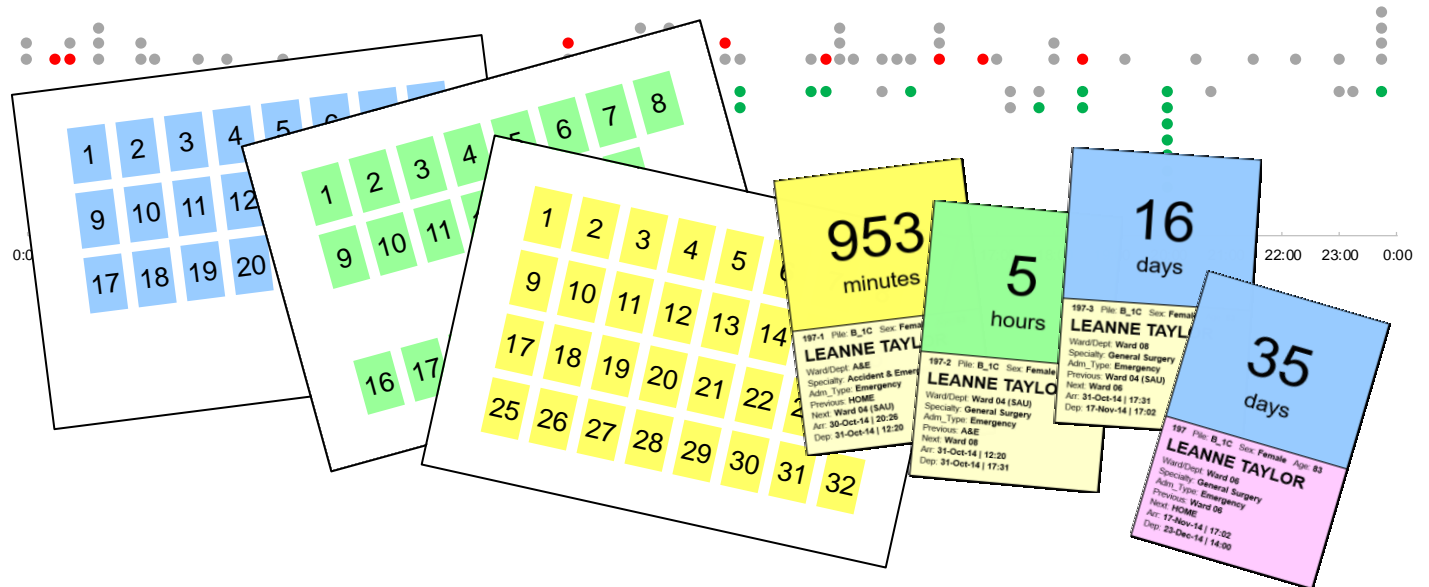
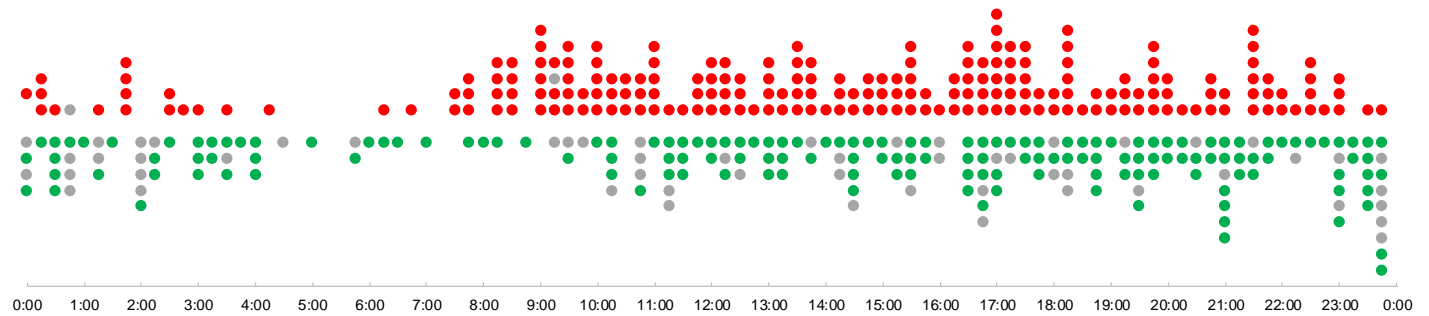
Fri 24th February 2017:
Wallacespace
18 Clerkenwell Green
London EC1R 0DP

Wed 29th March 2017:
The Bridgewater Hall
Lower Mosley Street
Manchester M2 3WS

Start at 9:15am; finish at 4:30pm

Places cost £300+VAT

Email info@kurtosis.co.uk or phone 0131 555 5300 to book a place or if you want to discuss how to run **Flow_ology** and/or Flowopoly on-site.



Flow_ology

Re-visualize emergency healthcare

Session 1 (9:15am to 11:00am)

A bad day in the life of Anytown General Hospital



The workshop starts with an all-hands-on-deck Flowopoly set piece. We replay all the patient movements of a typically "bad day" from the recent life of a real hospital (the identities of the hospital and its patients are anonymised).

We use this replay—together with the replay of a typically "good day"—to detect the patterns and rhythms underlying poor flow and to begin the process of identifying what data we need in order to describe patient flow in ways that have resonance and meaning for managers and clinicians.

Session 2 (11:15am to 12:45pm)

Creating the basic descriptive data exhibits

The Flowopoly replay will have highlighted the need to describe the activity, length of stay and occupancy of each part of the system.



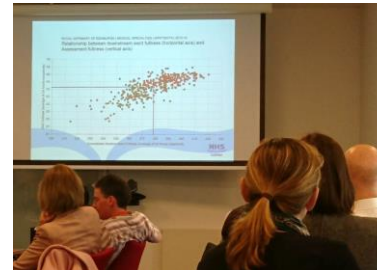
So in the second session we explore the most effective ways of describing these measures using data. How can we create data exhibits that capture the flow problems we witnessed during the replays? This session gets participants working in teams to create the graphics from raw data using Microsoft Excel.

These graphics serve to mimic what we saw during the Flowopoly replays.

Session 3 (1:30pm to 3:00pm)

The cause-and-effect relationships in the healthcare system

So far we've just been *describing* patient flow. The third session is about using data to *understand* patient flow. We can use our three basic measures of activity, length of stay and occupancy to help us identify the cause-and-effect dynamics.



We use a combination of scatterplots, 3x3 grids and comparisons of good and bad days to build an understanding of patient flow.

Session 4 (3:15pm to 4:30pm)

Ward by ward "ought-to-be" numbers

The final session shows how to go about the process of identifying and agreeing the "ought-to-be" numbers for each ward and department in the hospital. This has to be a collaborative, bottom-up process, in which the cause-and-effect relationships need to be explained and understood by all the stakeholders.

We discuss how to organise and facilitate meetings with charge nurses, doctors and managers in order to agree and monitor these "ought-to-be" numbers. How many? How long? How full?

Finally we look at the data graphics that we need to design in order to monitor progress towards the "ought-to-be" numbers.

Flow_ology is a one-day training workshop that presents new and innovative ways of visualizing patient flow in acute hospitals. Aimed at unscheduled care leads, service managers, clinicians and information staff, **Flow_ology** teaches a range of techniques that can be implemented back in the workplace for creating graphics that describe patient flow with resonance and point the way to the indicators that need to be changed in order for flow to be improved.

The workshop is facilitated by **Neil Pettinger**, who has spent most of his time in the last five years exploring, analysing and presenting unscheduled care data with a wide range of NHS organisations all over the UK.



information training for the NHS