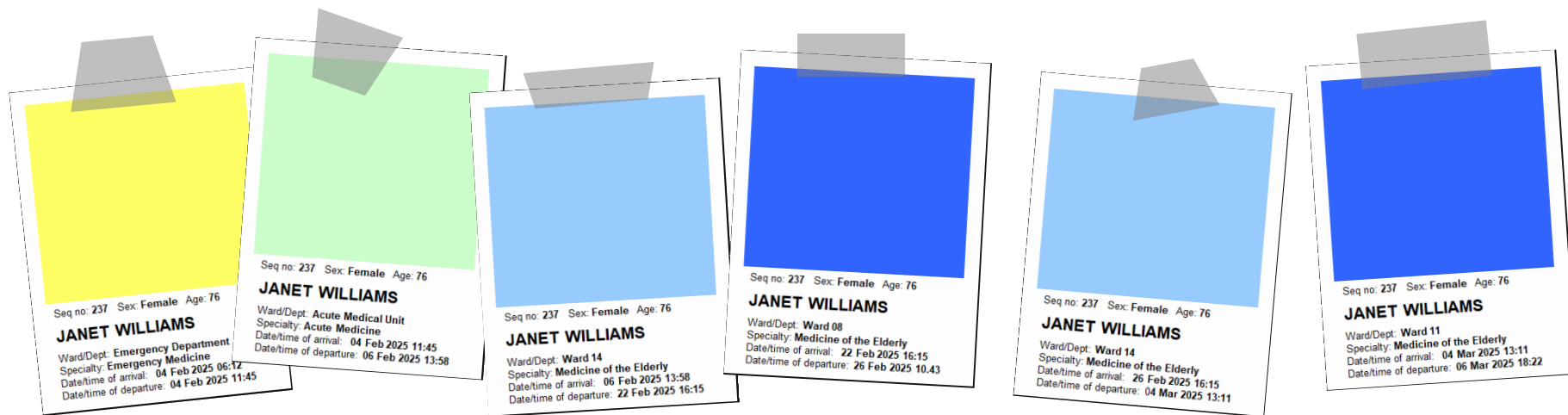


# Patient Flow Data Workshop

Measure and describe unscheduled care in acute hospitals



Patient flow in your hospital is probably bad. You have a sense that data might help make it less bad. But you've already got loads of data and it isn't helping.

**Patient Flow Data Workshop** is an innovative, participative, hands-on way

of working out what data you need to help you get to grips with patient flow.

Using a mix of conventional teaching, visual props, hands-on exercises and group discussions we work out the cause-and-effect relationships within the

unscheduled care system and identify the data each directorate needs to understand and monitor its patient flow. The emphasis throughout is on the need for each directorate to be able to see its own and every one else's data.

**Patient Flow Data Workshop** is full-on tactile. It is grounded in the belief that if people use their hands to create graphs with felt tip pens, masking tape and tracing paper, their understanding of the data will be deeper than if they just look at data on a screen.

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## Session 1 The map and the grid

In the first session we identify the staging posts through which patients move. We then focus on the metrics we can use to see what is happening in each staging post. And then we combine the staging posts and metrics into a 3 x 3 grid.

## Session 2 The chain reaction

The second session sets out the patient flow chain reaction. Emergency Department (ED) delays are caused by ED crowding. ED crowding is caused by AMU fullness. And AMU fullness is – in turn - caused by specialty bed fullness.

## Session 3 The ought-to-be numbers

We make use of the grid arithmetic to work out the 'ought-to-be' numbers for patient flow to improve. We use boards and cards to try out different length of stay values in the specialty wards to see the impact on upstream staging posts.

## Session 4 The triptych metrics

We devise a plan for introducing patient flow metrics to clinical directorates in such a way that they will be adopted in a positive, bottom-up way and be used as a springboard for developing a greater understanding of patient flow.

**Patient Flow Data Workshop** can be delivered on-site for up to 24 participants. We'll need a room big enough to seat the participants cabaret-style in tables of four, plus additional table room for boards, cards and assorted other paraphernalia. A multi-disciplinary (medical, nursing, AHP, operational managers) mix of participants works best,

The cost of the workshop is £1,500+VAT.

Contact [neil.pettinger@kurtosis.co.uk](mailto:neil.pettinger@kurtosis.co.uk) for more details.

The workshop is facilitated by **Neil Pettinger**, a freelance healthcare data analyst who has been designing and delivering training workshops for the NHS for more than twenty years. He has led dozens of Flowopoly workshops in hospitals around the UK.

