Understanding the Present, Planning for the Future

- Clinical teams go with the flow...

Approximately 50 participants from across Richmond Hospital attended a recent workshop aimed at optimizing flow in the new Acute Care Tower. Together, front-line nurse leaders, physicians, allied health professionals, logistical and support services staff, and senior leadership representatives brainstormed what efficient and effective movement of patients, families, and staff might look like within the new facility. This planning workshop builds on input provided at previous sessions and included discussions to gain a better understanding of current processes and services.

In addition to the guiding principles developed by the project team, future planning is also informed by the Seven Flows of Medicine.

**Seven Flows of Medicine:**

- **Flow of patients** – ensuring access to high quality care without delays, barriers or errors, while supporting family and personal relationships as key components of care
- **Flow of providers** – supporting providers to deliver quality, efficient, error-free care in a way that also benefits their well-being and joy of work
- **Flow of medication** – timely, accurate delivery of medication
- **Flow of supplies** – appropriate supplies are available as required to support care and safety
- **Flow of information** – accurate information is appropriately available when and where required
- **Flow of equipment** – timely access to appropriately stored and maintained equipment as required
- **Flow of process engineering** – efficient and effective processes support teamwork, balance skills, time and tasks

Teams reviewed patient mapping processes and modified algorithms based on input from previous engagement sessions. Discussions covered patient registration, differences between inpatient and outpatient flow, logistics, medication, and supplies, as well as critical adjacencies between various programs and services.

“Planning activities must acknowledge current state realities while creating a future vision,” said Richard Dillon, Director, Richmond Hospital Redevelopment Project. “This requires us to look beyond current challenges, think differently and be innovative.”

Suggestions included having a separate flow for patients going to the OR versus procedure rooms, looking at the ability to add self-serve kiosks for patient registration, as well as specific processes and flows for cancer care and residential care clients requiring acute care admission. Discussions helped clarify requirements and highlight challenges or opportunities related to clinical flow.

Development of the Acute Care Tower (ACT) Business Plan requires ongoing consultation with staff, physicians, and other stakeholders, and engagement activities will continue throughout the fall. The project team expects to announce the architect for the ACT in September. Future workshops, led by the architect, will focus on detailed design and functional requirements. More information will be provided in future updates.