



Hospital Flow Informational Call

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July 12, 2023

Program Team



Lauren Downing
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Institute for Healthcare Improvement



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BSN, RN, CPPS**
Project Director
Institute for Healthcare Improvement



Agenda

- Overview of the Institute for Healthcare Improvement
- Program Overview
- Expectations
- Past Participant Experience
- Questions



Improving Care Improving Lives with You

ihi.org



IHI Mission

To improve health
and health care
worldwide

IHI Vision

Everyone has
the best care and
health possible



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.



What IHI Believes

That health and health care can and **must be better**.

There can be no quality without **equity**.

Improvement science and methods drive **results**.

Courage

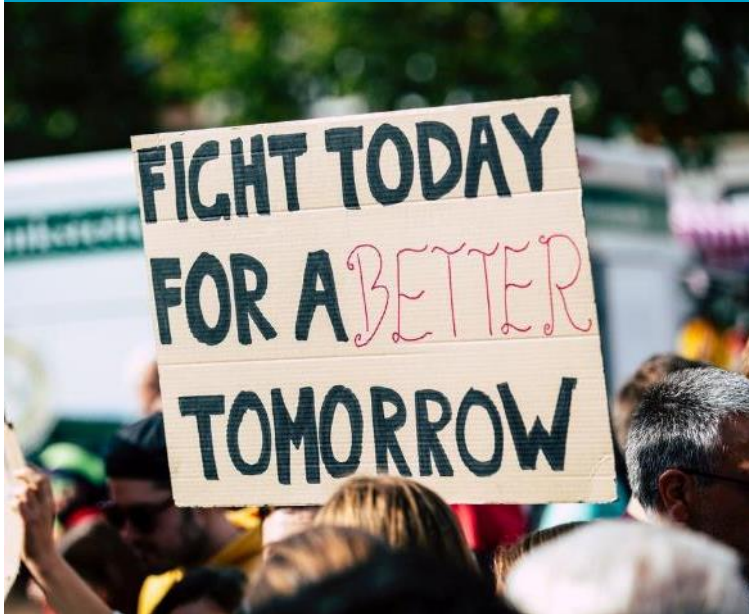
Love

Equity

Trust

IHI's Strategy Is Focused on Improving:

Equity



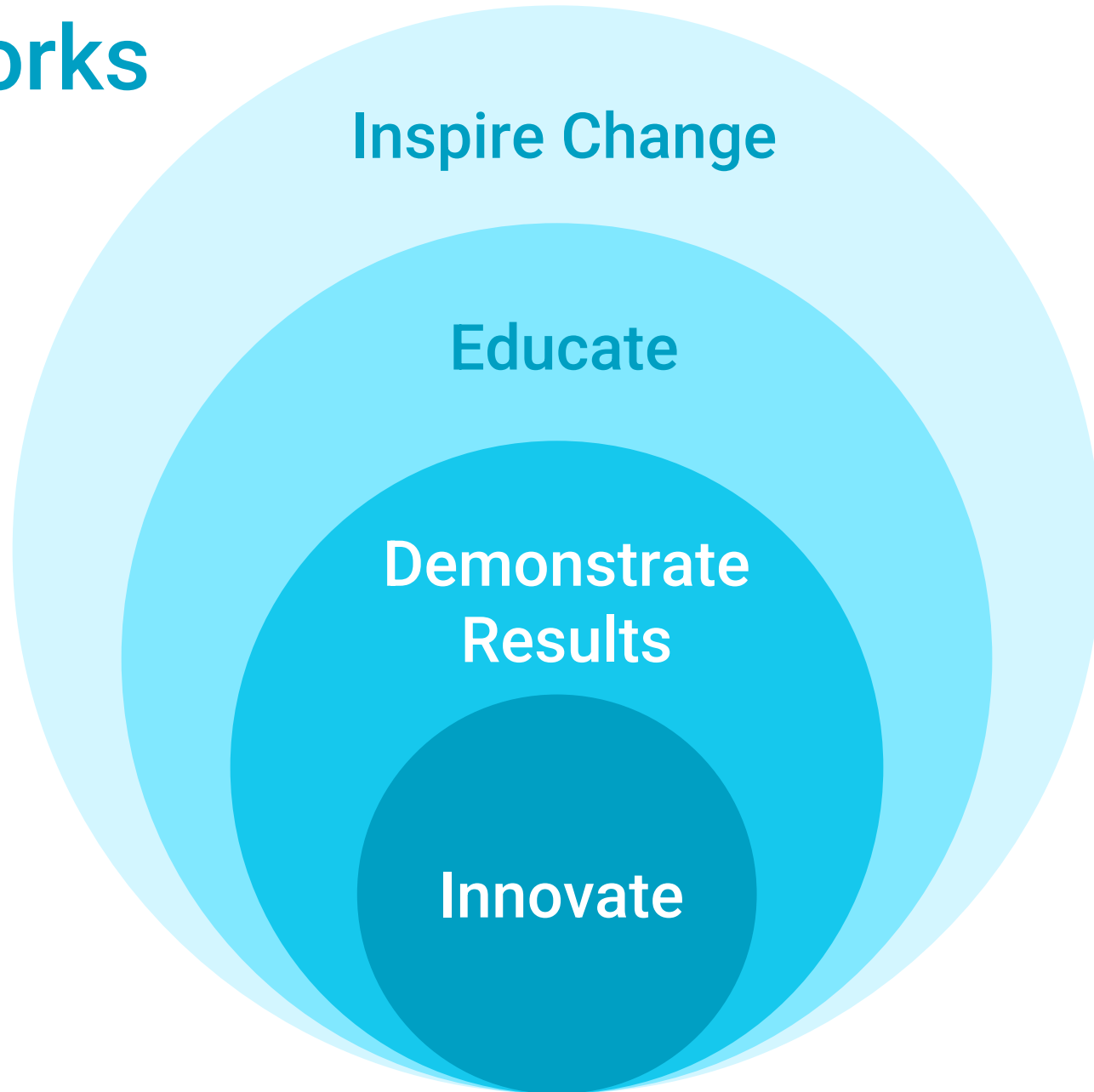
Safety & Effectiveness



System Resilience



How IHI Works



Program Overview

Program Objectives

After this program, participants will be able to:

- Interpret the variety of hospital-wide strategies and approaches needed to deliver the right care, in the right place, at the right time
- Assess the current state of patient flow and identify major opportunities for improvement
- Implement actionable strategies, skills, and data analytics that help ensure that hospital capacity can meet the demands for hospital services — daily, weekly, and seasonally



Curriculum Overview

Blended program with one live virtual session and one four-day in-person session:

Live Zoom Virtual Session

Tuesday, October 3, 2023, from 10:00 AM – 5:00 PM ET

In-Person Session in Boston, MA

Monday, October 9 – Thursday, October 12, 2023, from 8:30 AM – 5:00 PM ET



Program Agenda (DRAFT)

| Live-Online Session | In-Person Day One | In-Person Day Two | In-Person Day Three | In-Person Day Four |
|---|--|--|---|---|
| Welcome | Review Plans for the Day | Review Plans for the Day | Review Plans for the Day | Review Plans for the Day |
| Looking at Flow as a System | Improving Emergency Department Efficiencies and Patient Flow | Utilizing Data-driven Learning Systems | Value-Added Strategies | Breakout: Choose One Managing Spectrum of Demand |
| Strategies to Achieve System-Wide Hospital Flow | Breakout: Choose One Reducing Low-Acuity ED Visits | Managing Elective OR Schedules and Predicting Downstream Demand | Breakout: Choose One Hospital at Home | Strategies to Optimize Staffing |
| LUNCH | Short-Stay Units and Observation Status Patients | Using Advanced Analytics for Improvement and Forecasting | Complex Health and Social Needs | Utilization of Hospital-wide Metrics to Guide Learning Within and Across Projects for Achieving Results |
| Northwell Health Case Study | Integrating Lean Thinking with Flow | LUNCH | Reduce Unnecessary Bed Days after Patients Meet Clinical-readiness Criteria | Cincinnati Children's Medical Center Case Study |
| Debrief of Self-Assessment Pre-work | LUNCH | Breakout: Choose One Improving ICU Efficiencies and Patient Flow | LUNCH | LUNCH |
| Storyboard Rounds | Using QI to Optimize Discharge Efficiency | Improving Med/Surg Efficiencies | Creating Value in Health Care | Putting it All Together: Strategies to Achieve System-Wide Results |
| Reflections on Learning | Case Management and Population Health Strategies | Storyboard Rounds | Breakout: Choose One Reducing Avoidable Readmissions | WRAP-UP & NEXT STEPS |
| | Reflections on Learning | Memoria Hermann Case Study | Respecting Individual's Wishes for End-of-Life Care | |
| | | Reflections on Learning | Reflections on Learning | |

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



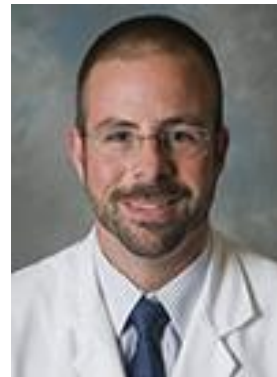
Jane Taylor, EdD
Improvement Advisor &
Learning Advisor



Frederick Ryckman, MD
Retired, Senior Vice President,
Medical Operations
Cincinnati Children's Hospital
Medical Center



Guest Faculty



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 Experience

Erin Knight, LCSW

Continuum Administrator

Kaiser Permanente, San Francisco

Erin.e.knight@kp.org





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

Have additional questions?

Email ldowning@ihl.org to schedule time



Get Involved

Check out our free resources on [ihi.org](https://www.ihionline.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



thank
you