PATIENT FLOW MANAGER

Gain visibility of your hospital’s capacity and demand to help drive improved patient access and quality care outcomes.
Patient Flow Manager provides a comprehensive graphical view of all your patient flow information, drawing from your inpatient, elective, emergency, outpatient and other hospital systems. This means you can manage the patient journey within your hospital, from admission to discharge, more efficiently. Visualise real time bed capacity and demand, see patient status at a glance and forecast future demand – all from a computer, mobile device or touch screen journey board.

**Overcoming common hospital challenges**

Patient Flow Manager can help you with the common challenges faced by hospitals including:

- lack of visibility of capacity to meet demand
- overcrowding in emergency departments
- limited visibility of patient status
- bed block
- undocumented patient pathways
- poor discharge planning
- inconsistent clinical handover
- inefficient inter-departmental communication
- lost revenue

**Real time visibility of capacity and demand**

Patient Flow Manager provides visibility of bed variance, highlighting problem areas or where capacity is available, allowing you to quickly match resources to demand. Views can be customised to suit individual needs, whether at the ward or executive level, in the pharmacy or the emergency department. Executive views display customised and measurable KPIs, assisting to identify patient flow trends. This can assist with the development of strategies to improve performance and resolve issues. Notifications can also be sent via SMS, pager and email for bed requests, bed blockages, and referrals.

**Improve resource utilisation and forecasting**

Patient Flow Manager is designed to help determine what business rules need to be enforced to support service efficiencies, in turn helping improve patient flow with decreased service response times and clearer priorities. All resource activities are tracked and all service utilisations are logged.

Response times, delivery of service from requests, and delays in service can all be analysed for future planning, Patient Flow Manager also uses algorithms developed in partnership with CSIRO, that can help predict future demand to over 90% accuracy, enabling proactive resource planning and cost savings.

**Data driven decisions delivering real results**

Patient Flow Manager has been developed based on the National Safety and Quality Health Standards to support the delivery of care – including clinical handover, task management, communication of alerts, medication risk and review management, and care planning.

Over 100 hospitals in Australia use Patient Flow Manager. We work closely with you to design the solution to suit your environment and help ensure seamless integration with your existing systems.

**KEY BENEFITS**

1. **Real time visibility**
   At-a-glance patient flow information in real time across your hospital network.

2. **Improved capacity**
   Visibility of current bed capacities, alerts on increased demand, and the capability to predict demand can help improve bed management.

3. **Reduced manual process**
   Replaces need to access different systems, spreadsheets and pieces of paper to retrieve the information required to perform patient flow functions.

4. **Effective discharge planning**
   One platform for discharge planning, assisting in decreasing average length of stay.
“Patient Flow Manager has been critical in helping us delivering on a range of clinical redesign initiatives. Patient Flow Manager has been a foundation in helping us deliver on improved organisation-wide access performance, and deliver on the National Safety and Quality Health Service Standards.”

Dean Jones, Associate Program Director, Eastern Health

“Patient Flow Manager has been an integral tool to successfully support sustained change and improvement in our complex hospital patient flows, and meet our responsibilities as a large tertiary, quaternary facility. We have also used it to support and improve the provision of timely, quality care that is patient focused, criteria led, and patient safety through improved Clinical Handover. Its flexible options, ease of use and support for clinicians to manage their work means it’s a key tool for us.”

Anthony Nesbit, Nursing Director, Patient Flow Unit, Nursing & Midwifery Services, Metro North Hospital and Health Service

“Having implemented Patient Flow Manager, allied health referrals are now seen in real time and therefore, consultations by the relevant staff professionals happen sooner, and more effectively, improving the quality of care”.

Tobi Wilson, former Chief Operating Officer, Royal Melbourne Hospital

- 1 DAY reduction in length of stay
- 30% reduction in unexpected readmissions
- 10% increase in NEAT compliance rates
- 30% reduction in after-hours emergency codes
- 300% reduction in time to bed ready

PATIENT FLOW MANAGER OUTCOMES*

* as at May 2016

**PATIENT FLOW MANAGER OUTCOMES**

- **5** REDUCED DELAYS
  Visibility of potential reasons for delay in patient flow to help reduce delay and improve planning.

- **6** IMPROVED FORECASTING
  Help predict future demand with algorithms developed with CSIRO that consider the specifics of your environment.

- **7** GREATER CONFIDENCE
  Delivering greater confidence in scheduling, transferring patients, and effective planning of resources.

- **8** EASY TO USE
  Simple to learn and use, easily integrated into daily routines, and accessible by computer, mobile devices or touch screens.
ABOUT TELSTRA HEALTH

The way health is delivered is changing. Telstra Health is leading that change by building solutions for a better connected health system. Regardless of the role you play in the healthcare system, patient or practitioner, provider or government, our goal is the same – we want to make health care easier for you.

We want to deliver a better experience, lower costs and increased convenience. We want to make healthcare simpler for everyone. That’s why we’ve invested in digital health solutions across the health system – including general practice, aged and residential care, hospitals, radiology and pathology, pharmacy and indigenous care, health analytics and telemedicine.

And we’re connecting those services together to empower patients in their own health, free healthcare workers from paperwork, make all that medical data meaningful and create a single record for a person’s medical history.

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