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Patient Flow Model Helps Reduce Length of Stay

One independent community hospital in Illinois adopted a new patient flow model that reduced length of stay, bolstered hospital culture and improved patient flow, according to an [article](#) in *Hospitals & Health Networks*.

The Aims for Excellence at Northwest Community Healthcare is designed to help staff improve scheduling of tests and treatments, decrease time between interventions, reduce infections rates, minimize patients' lengths of stay and better anticipate needs of services.

Using the latest technology and a central control center operated by specially trained staff, patients receive a daily schedule that alerts them to procedures, testing and potential discharges or transfers, which could reduce anxiety. The more than 60 newly trained clinical care coordinators, from case management and nursing leadership roles, will oversee schedules from admission to discharge.

The program increases patient-centeredness and performance focus by implementing leadership rounding, and unit leaders work with senior leaders during the biweekly sessions.

Northwest Community identified eight aspects to improve overall length of stay, including time from:

1. Bed request to bed assigned
2. Bed assigned to patient in bed
3. Test ordered to test completed
4. Test completed to results available
5. Transport request to transport completed
6. Room cleaning request to room available
7. Pending transfer order to transfer completed
8. Discharge order to room available

The hospital has already seen cycle-time improvements in four of the eight milestones, and expects to see improvements in the remaining four as the program grows and improves. Length of stay dropped from 4.2 days to 3.93 days immediately post-implementation, but has since returned to previous levels. However, hospital officials expect the number to continue to decrease over the next six to 12 months.

Save the Date

Please note: While the information below is a list of planned programs for 2014, at this time not all programs can be accessed online for registration.

Sept. 18	Adverse Drug Events
Sept. 22	Annual Leadership Summit
Sept. 29	Geriatric Emergency Department Guidelines
Nov. 19	2015 Joint Commission Hospital Accreditation Update

[Click here to register.](#)

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