The Whole System Patient Flow Improvement Programme supports boards to improve patient flow by implementing and spreading known improvement interventions as well as testing new and innovative approaches. Building capacity and capability enables people working in and with NHSScotland to use existing skills and knowledge to make the right thing the easiest thing to do (Scottish Government, 2010).

**Whole System Patient Flow**

Right care, right time, right place, right team, every time

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**Proof of Concept – testing new and innovative approaches to improving patient flow.**

**Institute for Healthcare Optimization (IHO)**

– an internationally recognised improvement model.

Good patient flow places patients on the optimal pathway.

IHO is an internationally-recognised model for improvement that we will test within a Scottish context. Piloting in NHS Forth Valley, lessons learnt will spread across NHSScotland. The lessons learned from our initial pilot sites will spread across NHSScotland.

Expected outcomes:
- Optimal patient placement and improved experience/satisfaction.
- Reduced waits/delays, eliminating overcrowding in emergency department.
- Improved utilisation of resources.
- Reduced length of stay.
- Increased hospital throughput.
- Increased improvement capability and capacity for staff.
- Efficiency and productivity gains.

**NHS Lanarkshire Flow Programme**

Measurement, mapping and redesign to identify and remove constraints to patient flow. Early improvements from rapid Plan Do Study Act (PDSA) cycles across departments and wards:
- Turnaround time for Troponin-T Tests have improved from 20% to 70% back within one hour of request.
- Implementation of ‘Physician of the Week’ showing:
  - An increase in discharges from Emergency Receiving Unit (ERU).
  - Timely processing of patients within ERU.
  - Junior staff feeling more supported by presence of senior clinicians.

**Enhanced Recovery Workstream**

Providing a way of managing care and rehabilitation to improve patient outcomes and speed patient recovery post surgery.

Supporting NHS Boards to reduce variation, reliably implement & spread enhanced recovery principles
- Measurement Strategy now in place with Boards collecting data to support Measurement for Improvement.
- Upcoming launch of LearnPro on-line training Enhanced Recovery Awareness Tool.

**Non-operative Fracture Pathway**

To improve quality of care and efficiency from the emergency department through to outpatients.
- 38% patients discharged direct from A&E with no follow up required. The remaining patients are reviewed virtually by the MDT and a further 25% are discharged over the phone.
- The remaining 37% who need to see a specialised attend the appropriate clinic.

**Same Day Surgery Workstream**

Supporting NHS Boards to increase and maintain high-day and short-stay surgery rates by providing on-line analysis tools and resources which help to identify, understand and reduce variation whilst spreading best practice.
